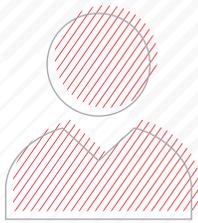
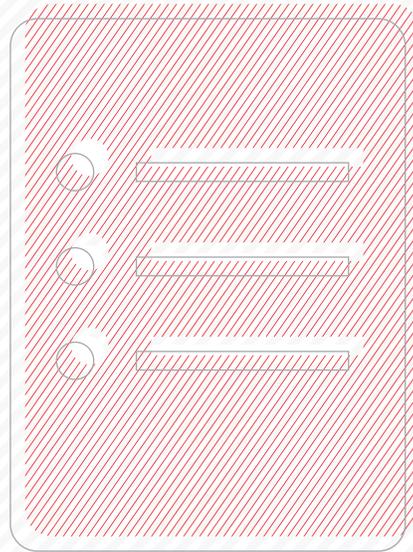
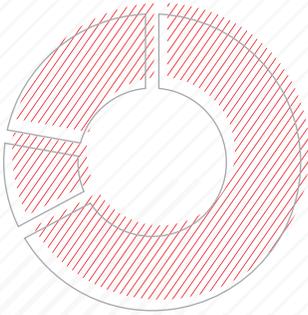


Working with Clients and Accounts

Morningstar OfficeSM Cloud



MORNINGSTAR Office



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Working with Clients and Accounts

In Morningstar OfficeSM Cloud, the Clients & Accounts area stores your client and account information. In this area, you find a Grid and Analytical View, which is a series of tabs, and under each tab, you find a series of components.

Overview

Use this area to analyze your clients' accounts and portfolios, and conduct operational tasks, such as generating reports, applying settings, and editing client profile information.

In this manual, the following topics are covered:

- ▶ [Creating Clients and Prospects \(page 6\)](#)
- ▶ [Creating an Account \(page 19\)](#)
- ▶ [Creating a Custom Security \(page 36\)](#)
- ▶ [Assigning Models and Benchmarks to Clients and Accounts \(page 42\)](#)
- ▶ [Using Custom Benchmarks and Model Portfolios with Components \(page 45\)](#)
- ▶ [Managing Client & Account Settings for Multiple Clients \(page 48\)](#)

Creating Clients and Prospects

As part of your Morningstar Office Cloud subscription, custodial import and reconciliation tasks are outsourced to Morningstar Back Office Services (BOS).

Note: Read [How are transactional accounts imported into Morningstar Office Cloud?](#) on [page 20](#) to learn more about BOS.

The BOS team takes care of your daily client and account import and reconciliation tasks, freeing you up to concentrate on your client relationships.

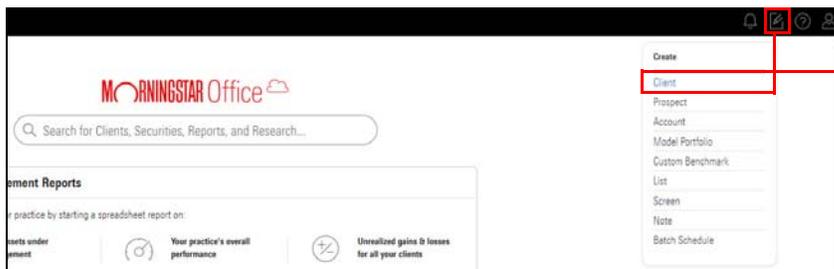
You can still enter prospects and new clients manually to establish them in the system, and take advantage of all the tools Morningstar Office Cloud provides. The steps to create a prospect and client are identical.

In this section, you will learn how to do the following:

- ▶ create a client ([page 6](#))
- ▶ add a client report name ([page 7](#))
- ▶ edit a client ([page 9](#))
- ▶ share a client ([page 13](#))
- ▶ convert a client to CRM (Redtail) ([page 15](#)),
- ▶ create a prospect ([page 17](#)), and
- ▶ convert a prospect to a client ([page 18](#)).

To create a client in Morningstar Office Cloud, do the following:

1. In the header, click the **Create** icon, then select **Client**. The Create Client window opens.



Exercise 1: Create a client

- In the **Client Name** field, enter **Roop Family**.
- In the **First Name** field, enter **Cory**.
- In the **Last Name** field, enter **Roop**.

These fields are required to create a new client.

Note: The Client Name is used to identify a client in the Morningstar Office Cloud interface. It also appears in the header of certain output reports.

- At the top of the window, click **Create**. The Create Client window closes.

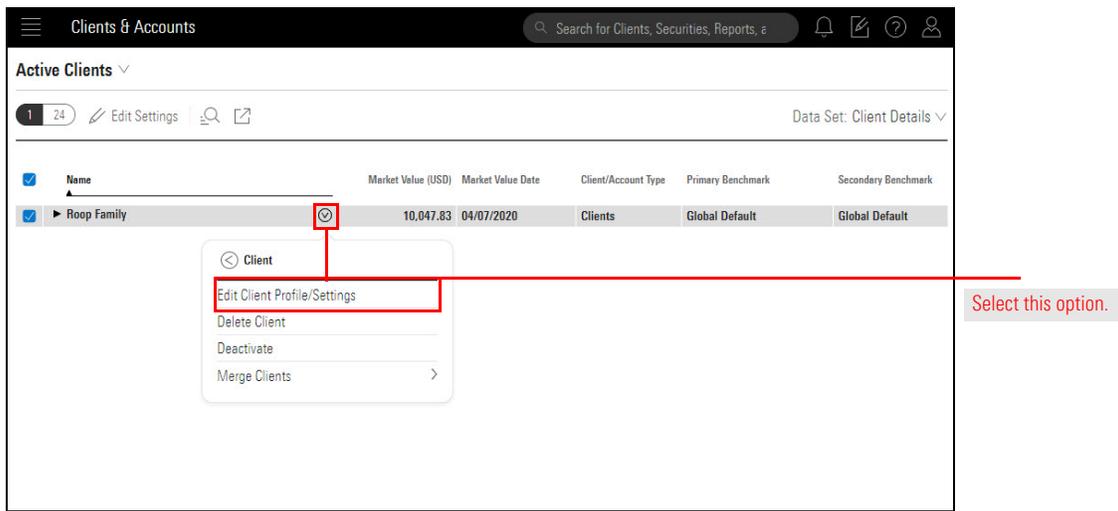
In some cases, you may want a different name to appear on reports, than what you've entered in the Client Name field. Do the following:

Exercise 2: Add a client report name

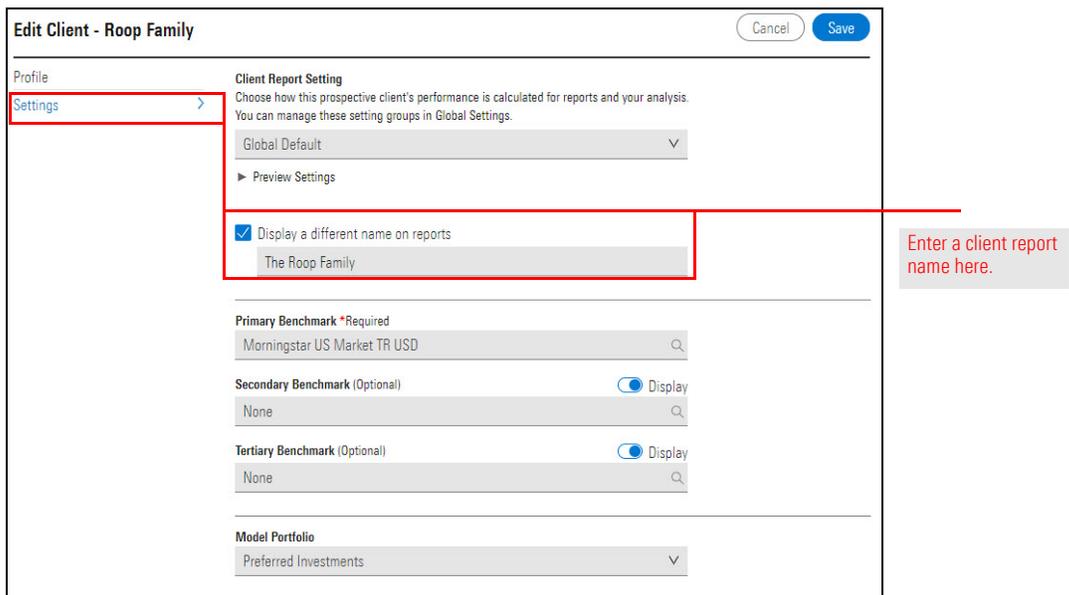
- From the **Menu**, select **Clients & Accounts**. The Clients & Accounts page opens.

Click here to begin.

2. Hover the cursor over the **Roop Family**. The Action icon appears.
3. From the Action menu, select **Client > Edit Client Profile Settings**. The Edit Client window opens.



4. On the Settings page, click **Display a different name on reports**.
5. In the Text field, enter **The Roop Family**.



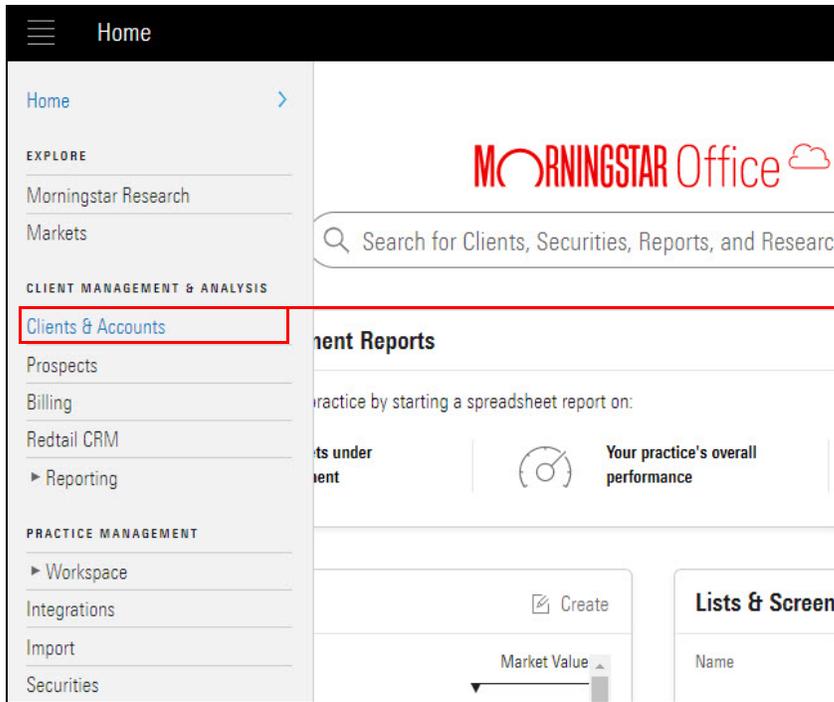
6. Click **Save**.

Once you have created a client, you can edit the client name or add additional contact information. In this exercise, you will add Cory's birthday to the Client Profile.

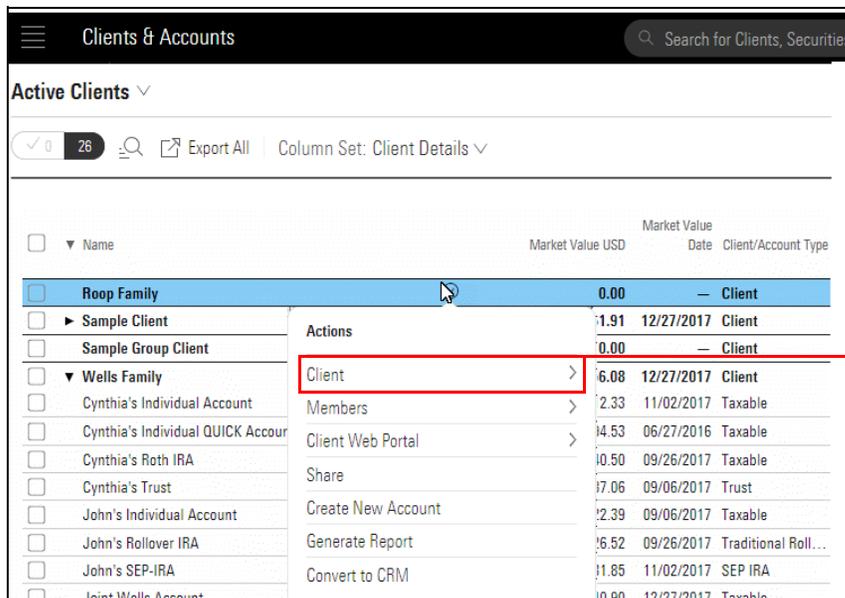
Exercise 3: Edit a client

To edit a client's profile, do the following:

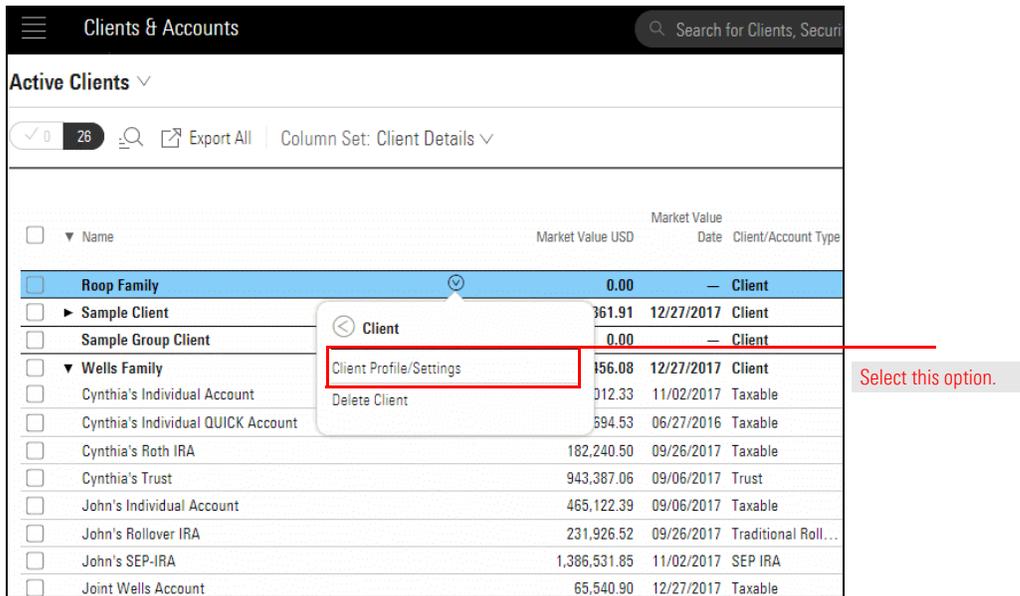
1. From the **Menu**, select **Clients & Accounts**. The Clients & Accounts page opens.



2. **Hover the cursor** over the Roop Family row. The Actions icon appears. Click the **Actions** icon. The Actions menu opens.
3. From the **Actions** menu, select **Client**. The Client menu opens.



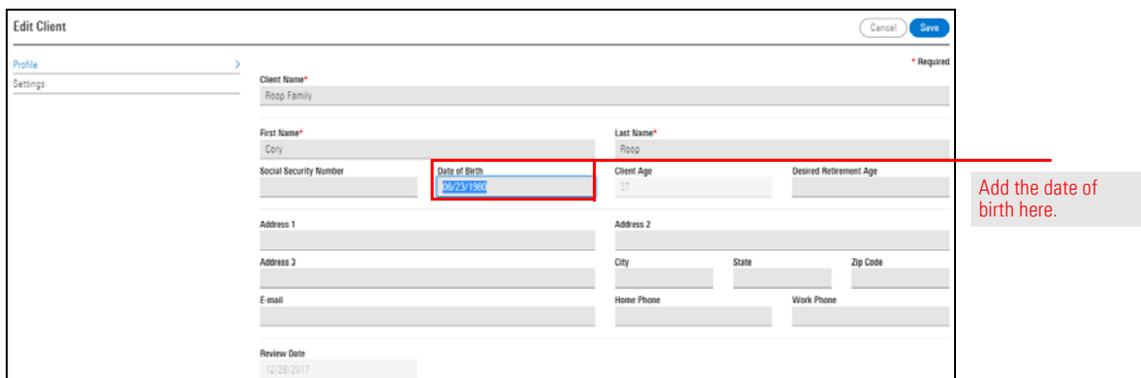
- From the **Client** menu, select **Client Profile/Settings**. The Edit Client window opens.



The screenshot shows the 'Clients & Accounts' interface. At the top, there is a search bar and a 'Search for Clients, Secur...' button. Below that, there is a section for 'Active Clients' with a dropdown arrow. A toolbar shows '26' items, an 'Export All' button, and a 'Column Set: Client Details' dropdown. The main table lists clients with columns for Name, Market Value USD, Date, and Client/Account Type. A context menu is open over the 'Sample Client' row, showing options: 'Client', 'Client Profile/Settings', and 'Delete Client'. The 'Client Profile/Settings' option is highlighted with a red box. A red callout box points to this option with the text 'Select this option.'

Name	Market Value USD	Date	Client/Account Type
Roop Family	0.00	-	Client
Sample Client	361.91	12/27/2017	Client
Sample Group Client	0.00	-	Client
Wells Family	156.08	12/27/2017	Client
Cynthia's Individual Account	012.33	11/02/2017	Taxable
Cynthia's Individual QUICK Account	594.53	06/27/2016	Taxable
Cynthia's Roth IRA	182,240.50	09/26/2017	Taxable
Cynthia's Trust	943,387.06	09/06/2017	Trust
John's Individual Account	465,122.39	09/06/2017	Taxable
John's Rollover IRA	231,926.52	09/26/2017	Traditional Roll...
John's SEP-IRA	1,386,531.85	11/02/2017	SEP IRA
Joint Wells Account	65,540.90	12/27/2017	Taxable

- In the **Date of Birth** field, enter **6/23/1980**.



The screenshot shows the 'Edit Client' form. The 'Date of Birth' field is highlighted with a red box and contains the text '6/23/1980'. A red callout box points to this field with the text 'Add the date of birth here.'

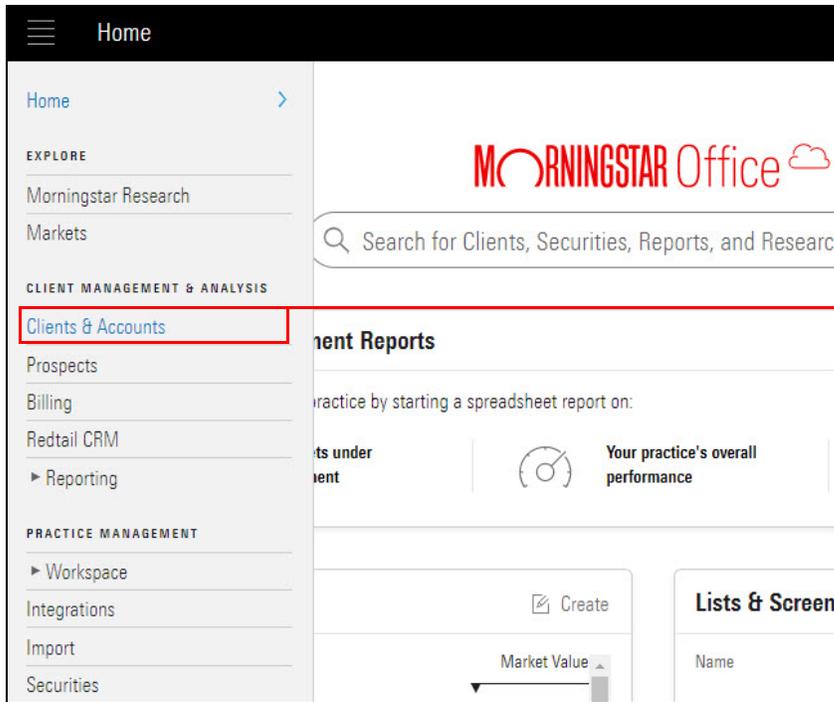
- Click **Save**.

You can organize the Clients & Accounts page by merging clients from the same household into a single client record. Do the following:

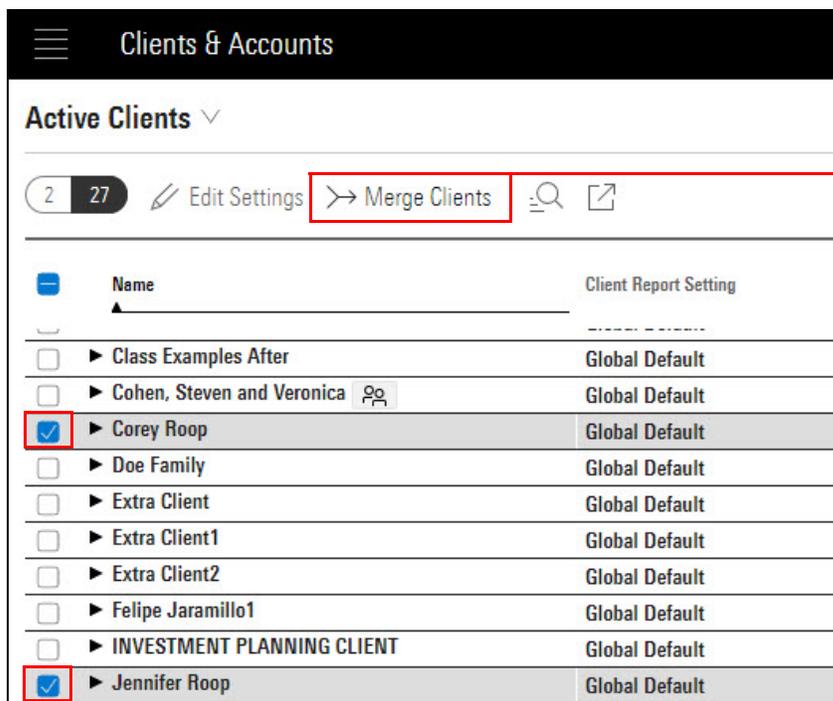
Exercise 4: Create a household

To edit a client’s profile, do the following:

1. From the **Menu**, select **Clients & Accounts**. The Clients & Accounts page opens.



2. Check the **boxes** of the clients you want to merge.
3. From the toolbar, click the **Merge Clients** icon. The Merge Clients window opens.



- Choose the **primary client** to merge into, then click **Next**.

Select the primary client, then click Next.

- Select the incoming member's **relationship** to the primary client, then click **Save**.

Existing Members	Relationship to Primary Member
Jennifer Roop	Primary Member
Incoming Members	
Corey Roop	<div style="border: 1px solid gray; padding: 2px;"> Unassigned v Others Partner </div>

Select the relationship of the incoming client, then click Save.

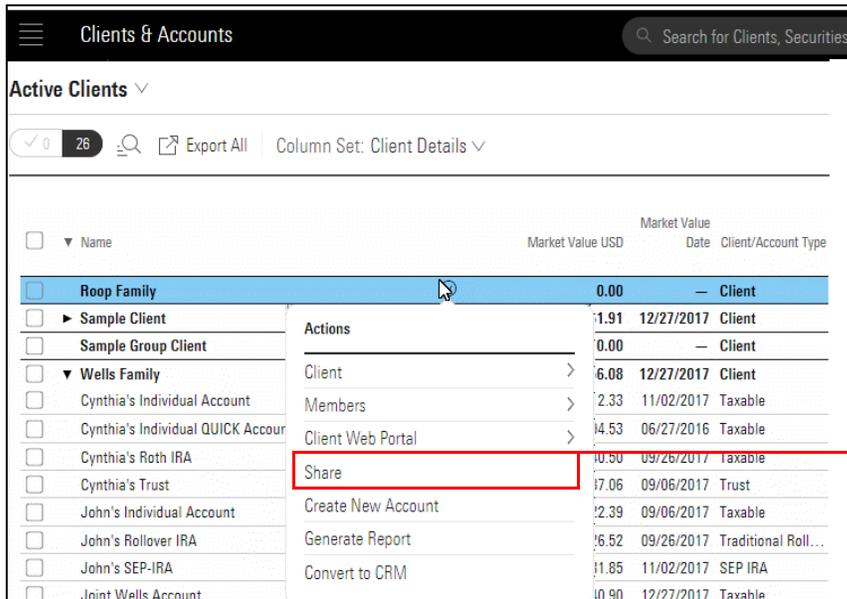
Note: Once merged, you might want to update the client name to reflect both members. You can do this by editing the client as described in [Exercise 3 on page 9](#).

In some cases, you may want to share a client with other members of your firm. In this exercise, you will share the Roop Family with another member of your firm.

Exercise 5: Share a client

Note: If you are the only member of your firm, skip this exercise.

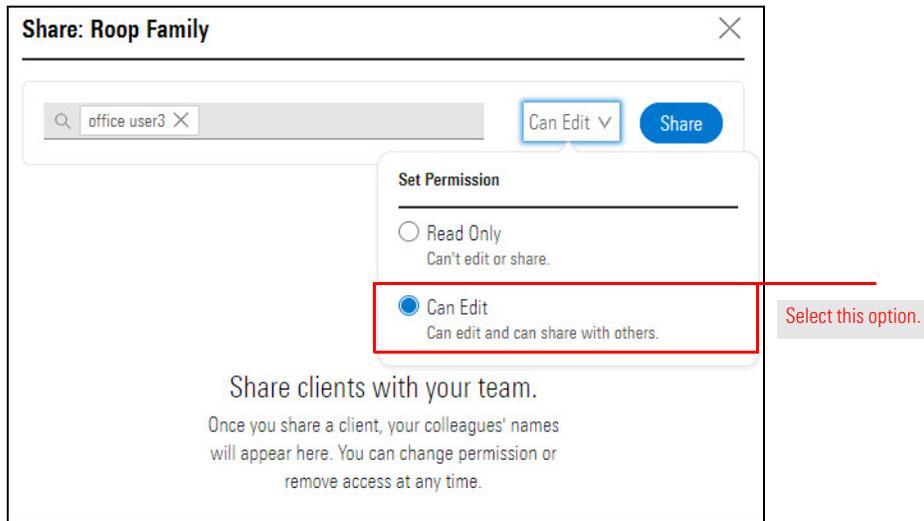
6. **Hover the cursor** over the Roop Family row. The Actions icon appears. Click the **Actions** icon. The Actions menu opens.
7. From the **Actions** menu, select **Client**. The Share menu opens.



8. Click inside the **Search for a colleague to share box**. Then select the appropriate colleague.



- From the **Set Permissions** drop-down menu, select **Can Edit**.

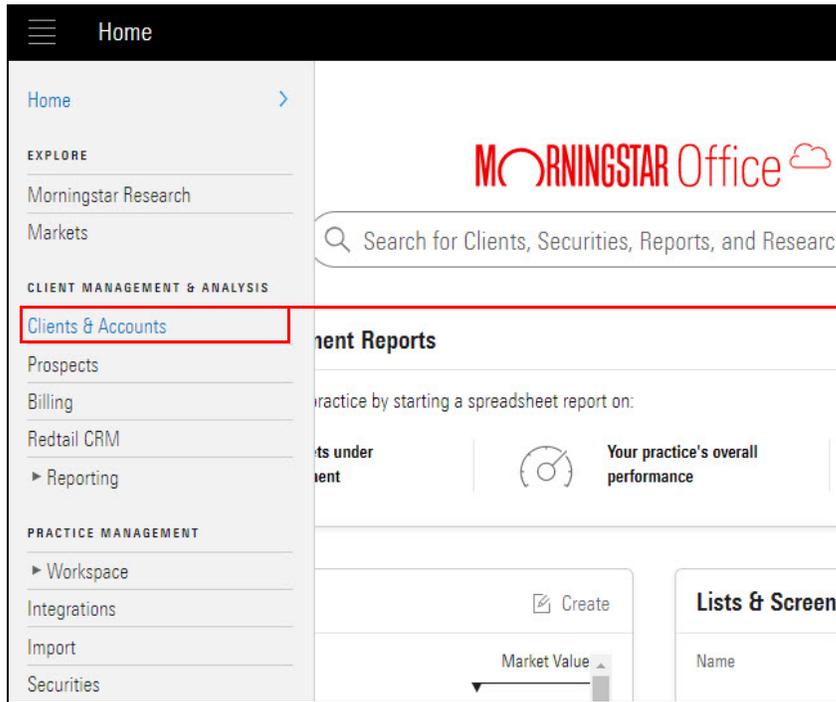


- Click **Share**.

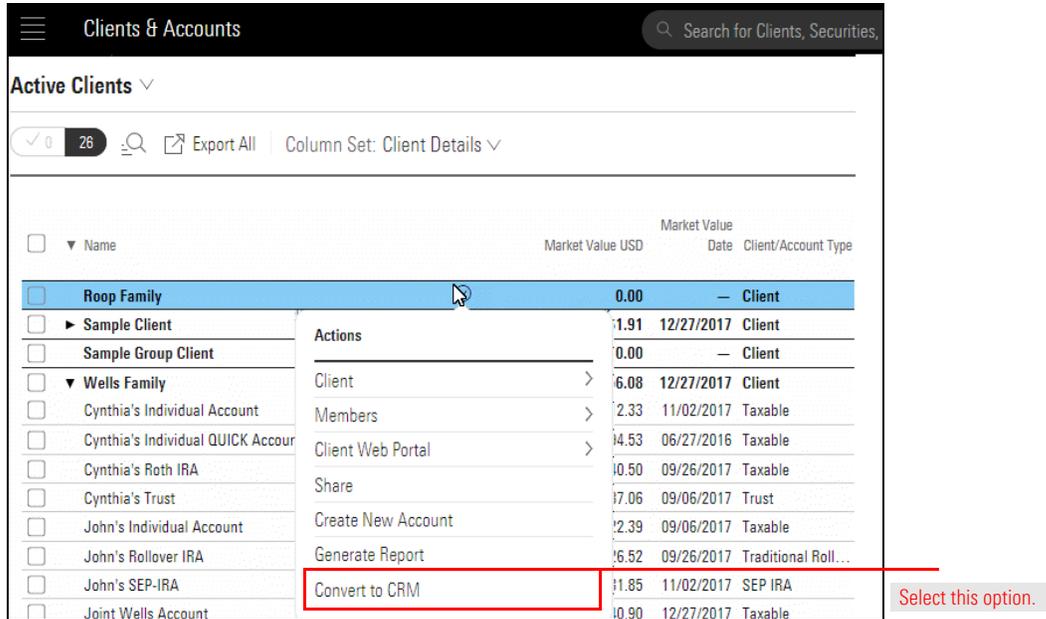
If you also subscribe to Redtail CRM, you can enter a client in Morningstar Office Cloud, then convert the client record to Redtail CRM. This will ensure that your record keeping is consistent between the two systems. Once you convert the client record to Redtail CRM, be sure to make update the record within Redtail CRM. Updates in Redtail CRM will sync with your record within Office Cloud automatically. To convert a client to CRM, do the following:

Exercise 6: Convert a client to CRM

1. From the **Menu**, select **Clients & Accounts**. The Clients & Accounts page opens.



2. **Hover the cursor** over the **Roop Family** row. The Actions icon appears. Click the **Actions** icon. The Actions menu opens.
3. From the **Actions** menu, select **Convert to CRM**. The Client menu opens. A warning message appears.



Active Clients

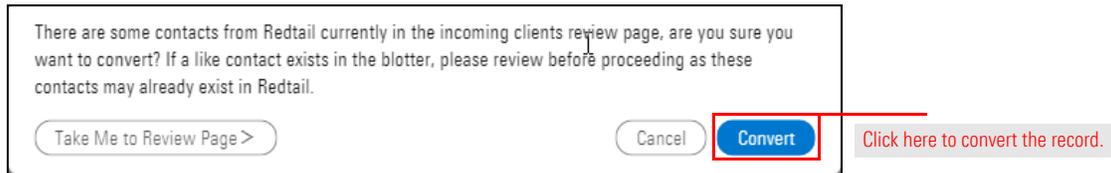
26 | Export All | Column Set: Client Details

Name	Market Value USD	Market Value	Date	Client/Account Type
Roop Family	0.00	—	—	Client
Sample Client	1.91	12/27/2017		Client
Sample Group Client	0.00	—	—	Client
Wells Family	6.08	12/27/2017		Client
Cynthia's Individual Account	2.33	11/02/2017		Taxable
Cynthia's Individual QUICK Account	4.53	06/27/2016		Taxable
Cynthia's Roth IRA	0.50	09/26/2017		Taxable
Cynthia's Trust	17.06	09/06/2017		Trust
John's Individual Account	2.39	09/06/2017		Taxable
John's Rollover IRA	6.52	09/26/2017		Traditional Roll...
John's SEP-IRA	11.85	11/02/2017		SEP IRA
Joint Wells Account	0.90	12/27/2017		Taxable

Select this option.

4. From the warning message, click **Convert** to convert the Roop Family to Redtail CRM.

Note: Click **Take Me to Review Page** to review clients to review the CRM blotter and ensure that you are not creating a duplicate record.



There are some contacts from Redtail currently in the incoming clients review page, are you sure you want to convert? If a like contact exists in the blotter, please review before proceeding as these contacts may already exist in Redtail.

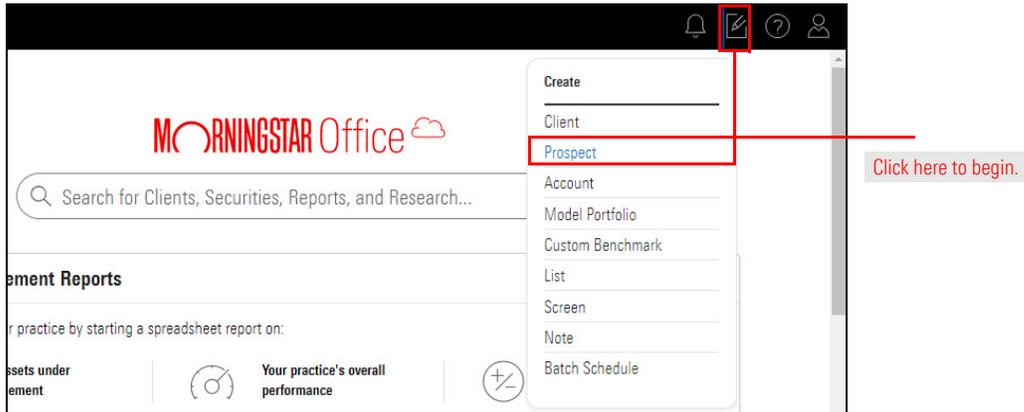
Take Me to Review Page > | Cancel | **Convert**

Click here to convert the record.

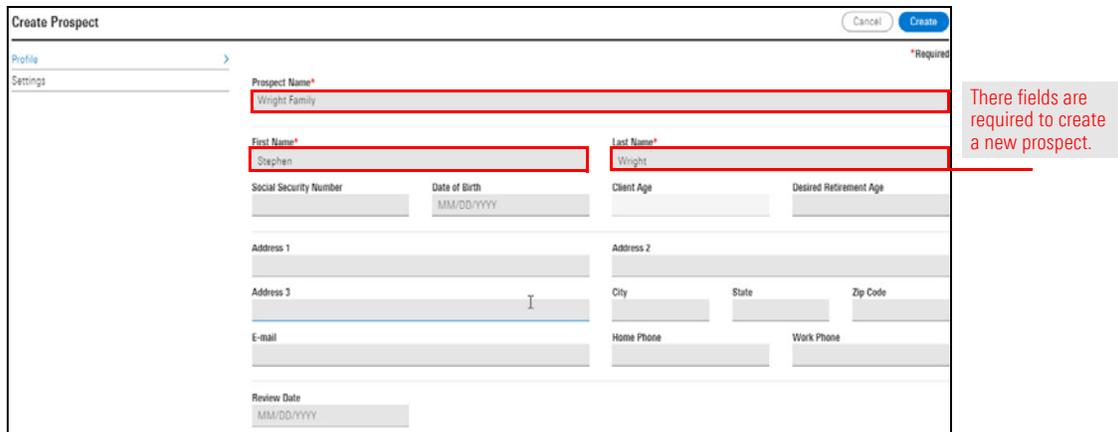
During prospecting you may chose to create prospect record rather than a client record. By doing this, you keep a record of prospects who have not yet joined your firm without including them in your Clients & Account area. Prospects are housed within a separate Prospect area and do not affect your practice AUM. To create a prospect, do the following:

Exercise 7: Create a prospect

1. In the header, click the **Create** icon, then select **Prospect**. The Create Prospect window opens.



2. In the **Prospect Name** field, enter **Wright Family**.
3. In the **First Name** field, enter **Stephen**.
4. In the **Last Name** field, enter **Wright**.

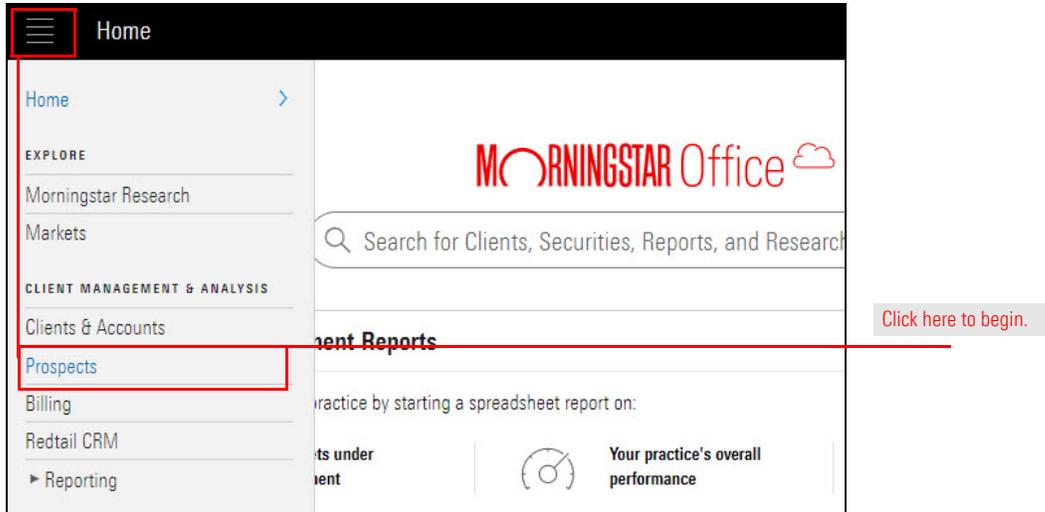


5. Click **Create**.

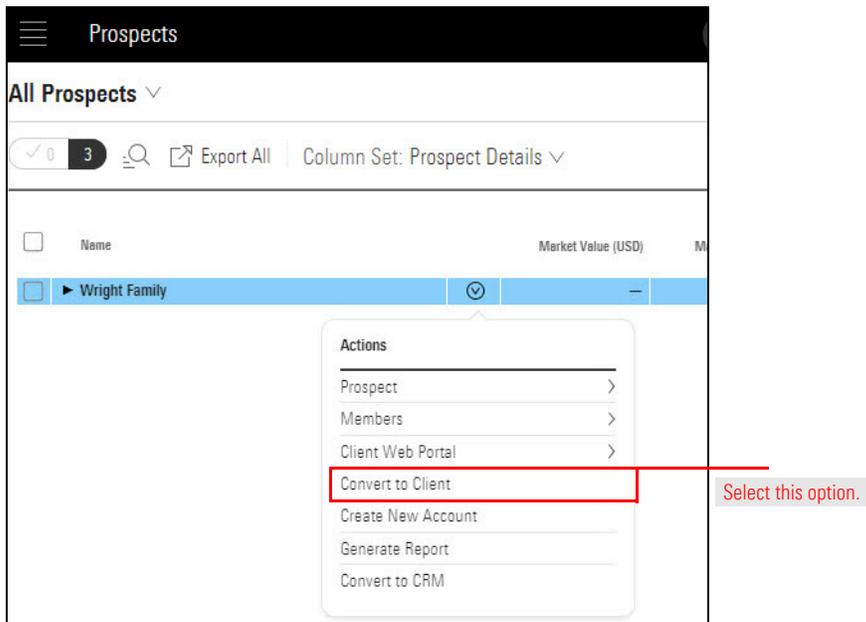
Once your prospect becomes a client, you can seamlessly convert the prospect record to a client record. Once converted, all of your prospect information will be converted to Clients & Accounts. To convert a prospect to a client, do the following

Exercise 8: Convert a prospect to a client

1. From the **Menu**, select **Prospects**. The Prospects page opens.



2. **Hover the cursor** over the **Wright Family** record, then from the **Actions** menu, select **Convert to Client**. A warning message appears



3. Within the warning message, click **OK**. The Wright Family prospect record will automatically move to Clients & Accounts.

Creating an Account

In Morningstar Office Cloud, individual accounts comprise your clients' portfolios. While some accounts contain a full transaction history, allowing you to analyze the performance of an account during a specific time period, others simply show how an account is positioned. This section details the difference between quick (positional) accounts and transactional accounts, and how to create a quick account.

In this section, you will learn how to do the following:

- ▶ recognize the difference between a quick account and a transactions account ([page 19](#))
- ▶ recognize how transactional accounts are imported into Morningstar Office Cloud ([page 20](#))
- ▶ recognize how quick accounts are entered in Morningstar Office Cloud ([page 24](#))
- ▶ review imported data ([page 20](#))
- ▶ recognize information available within the Data Issues page ([page 21](#))
- ▶ recognize information available within the New Accounts page ([page 22](#))
- ▶ recognize information available within the New Custom securities page ([page 22](#))
- ▶ edit a transactional account ([page 22](#))
- ▶ create an account ([page 25](#))
- ▶ recognize how to edit a quick account profile and settings ([page 28](#))
- ▶ recognize how to change your view within Clients & Accounts ([page 29](#))
- ▶ recognize how to exclude a transactional account from the client aggregate ([page 30](#)), and
- ▶ recognize how to exclude a security from calculations. ([page 33](#))

The following table describes the difference between a quick account and a transactional account.

Account Type	Description
Quick Account	Tracks holdings and allows you to analyze how an account is positioned. Does not account for any transactions.
Transactional Account	Provides a complete look at an account's current position and historic performance, including: <ul style="list-style-type: none"> ▶ buys ▶ sells ▶ dividends, and ▶ other transactions.

In Morningstar Office Cloud, accounts are created using the following methods:

- ▶ import through Back Office Services, or
- ▶ create manually by you (quick accounts only).

Overview

What is the difference between a quick account and a transactional account?

Your Morningstar Office Cloud subscription includes a subscription to Morningstar Back Office Services (BOS). The following tasks are outsourced to BOS:

- ▶ importing and reconciling transactional custodial files
- ▶ creating user-defined securities, and
- ▶ initializing new accounts.

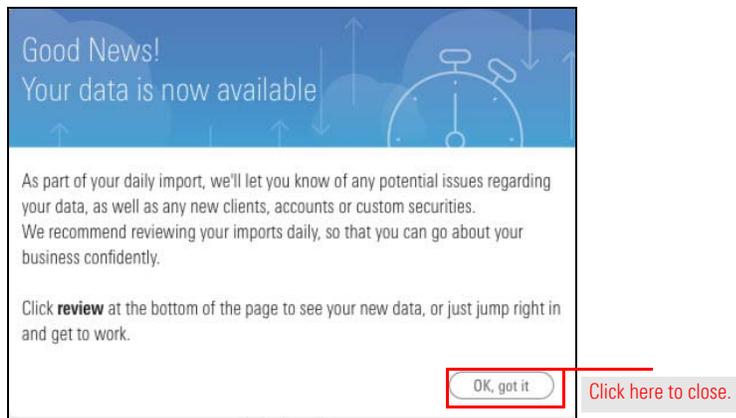
For more information on Morningstar Back Office Services, contact your Customer Success Manager.

How are transactional accounts imported into Morningstar Office Cloud?

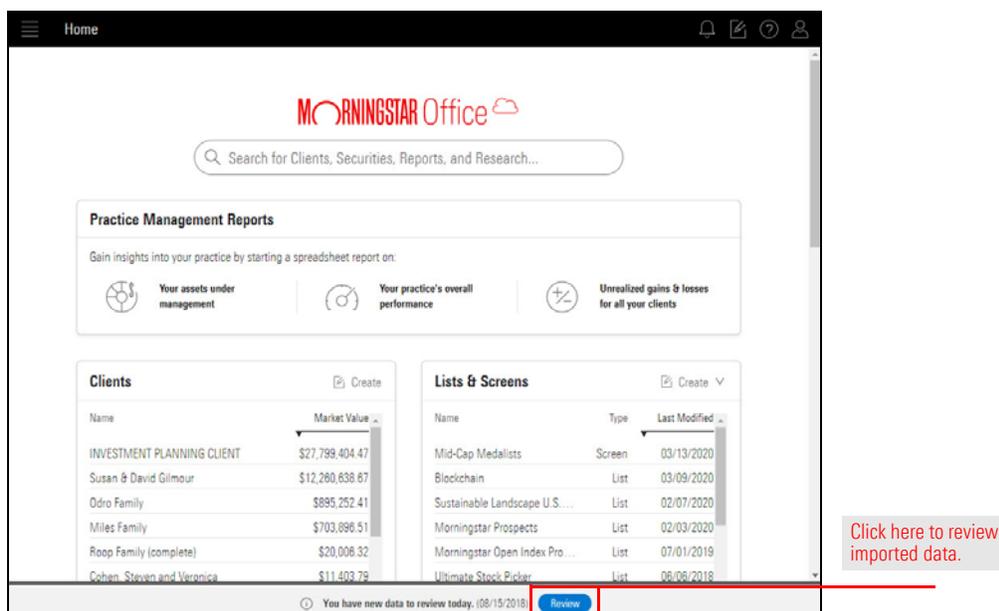
Morningstar Office Cloud provides tools for you to review your daily imports, directly from inside Morningstar Office Cloud. Use these tools to monitor reconciliation errors and to view newly imported accounts.

The first time you log in after BOS initializes your data, you find a one-time message from the BOS team letting you know that your data is ready for use.

How do I review data imported into Morningstar Office Cloud?



Going forward, you have on-going access to the Review banner, located on the bottom of the log-in screen. Use this tool to monitor your accounts daily.



When you click on the Review button, the Review Incoming Data box opens. Here, you will find the following three sub-pages:

- ▶ Unreconciled Positions
- ▶ New Accounts, and
- ▶ New

The screenshot shows a window titled "Review Incoming Data" with a close button (X) in the top right. On the left, there are three navigation options: "Unreconciled Positions" (highlighted with a red box and a right-pointing arrow), "New Accounts", and "New Custom Securities". To the right of these options is a yellow warning icon and a "Reconciliation Warning" section. The warning text states: "These accounts failed reconciliation because the number of shares listed by your data provider/custodian does not match Morningstar's. Calculations can be impacted reporting on affected accounts until the issue has been resolved. If this issue persists, contact us at officequestions@morningstar.com or (866) 215-2503." There is an "Export for Excel" button to the right of the warning. Below the warning is a table with the following columns: Client Name, Account Number, Holdings, Security ID, Ticker, and Difference (with +/- sign). The table contains four rows of data.

Client Name	Account Number	Holdings	Security ID	Ticker	Difference (with +/- sign)
SXXXX4531	SXXXX4531	FIRST TRUST NO AMER ENERGY ETF	---	EMLP	-27.00000
SXXXX4531	SXXXX4531	ISHARES CRE U S REIT ETF	---	USRT	-100.00000
SXXXX6906	SXXXX6906	FIRST TRUST NO AMER ENERGY ETF	---	EMLP	-50.00000
SXXXX6906	SXXXX6906	INVESCO EXCHANGE-TRADED FD TR VAR R...	---	VRP	-8.00000

Select one of these options.

The Data Issues page alerts you to shares imported from your data provider or custodian, that do not match Morningstar calculations. For each impacted share, the page will provide the following information:

- ▶ Client
- ▶ Account
- ▶ Holding, and
- ▶ Difference.

What information do I find within the Data Issues page?

The BOS team is working on the reconciliation issues listed on this page, and the shares will disappear once it is resolved. You can also export this page to Microsoft Excel to keep a record or investigate any differences on your own.

This screenshot is identical to the one above but includes two red annotations. A red box highlights the "Export for Excel" button, with a callout box to its right that says "Click here to export to Excel." Another red box highlights the entire data table, with a callout box to its right that says "Review shares that have not reconciled here."

The New Accounts page alerts you to new clients and accounts added during the most recent import. For each new account listed, you find detailed information about the new client or account. If you find discrepancies, you can edit the account profile within Client & Accounts. You can access clients immediately by click on the Clients & Accounts link within the header of the box.

What information do I find within the New Accounts page?

When reviewing new clients and accounts, it's important to validate that each new account is mapped to the appropriate client. To verify this information, scroll to the Mapped Client Name field. If an account is merged with the wrong client, contact us immediately at: officequestions@morningstar.com or (866) 215-2503.

Client Name	Mapped Client Name	Account Name	Account Number	Account Type	Reb Code	Unit
90003852	90003852	90003852	90003852	Taxable	--	
90004225	90004225	90004225	90004225	Taxable	--	
90004521	90004521	90004521	90004521	Taxable	--	
90004582	90004582	90004582	90004582	Taxable	--	
90008911	90008911	90008911	90008911	Taxable	--	
90008988	90008988	90008988	90008988	Taxable	--	
90008787	90008787	90008787	90008787	Taxable	--	

Click here to export to Excel.

Click here to immediately access the Clients & Accounts workbook.

Validate accounts are mapped correctly here.

Similar to the New Accounts page, the New Custom Securities page alerts you to new custom securities added during the most recent import. For each custom security listed, you find detailed information about the security.

What information do I find within the New Custom Securities page?

Note: Custom Securities entered manually will not appear on this page. See Exercise 11 on page 36 for instructions on how to manually create a custom security.

If you find data discrepancies, click on the Securities link at the top of the window. Or, if a security is merged with the wrong Morningstar security, contact us immediately at: officequestions@morningstar.com or (866) 215-2503.

Name	Import Source	Display as Morningstar Security	Morningstar Security Name	Morningstar Security Type
ABCDef		No		
CALLLEAP 2012 (WIB INTL BUSINESS M...	Identity Wealth Central / Fidelity St...	No		
CASH BALANCE	AllAccounts (Universal Data For...	No		
CASH	Identity Wealth Central / Fidelity St...	No		
LANDMARK COMMUNITY BANCORP INC	Identity Wealth Central / Fidelity St...	No		
LONG ISLAND LTD CO DEB 9 00	Identity Wealth Central / Fidelity St...	No		
Name#00000001	AllAccounts (Universal Data For...	Yes	Long Island Ltg 9% 2022-11-01	Fixed Income
Name#00000002	AllAccounts (Universal Data For...	Yes	1818 Investment Bond Dollar	Open-End Fund
			Legal & General Group R/CADR	Stock

Click here to export to Excel.

Click here to immediately access the Securities page.

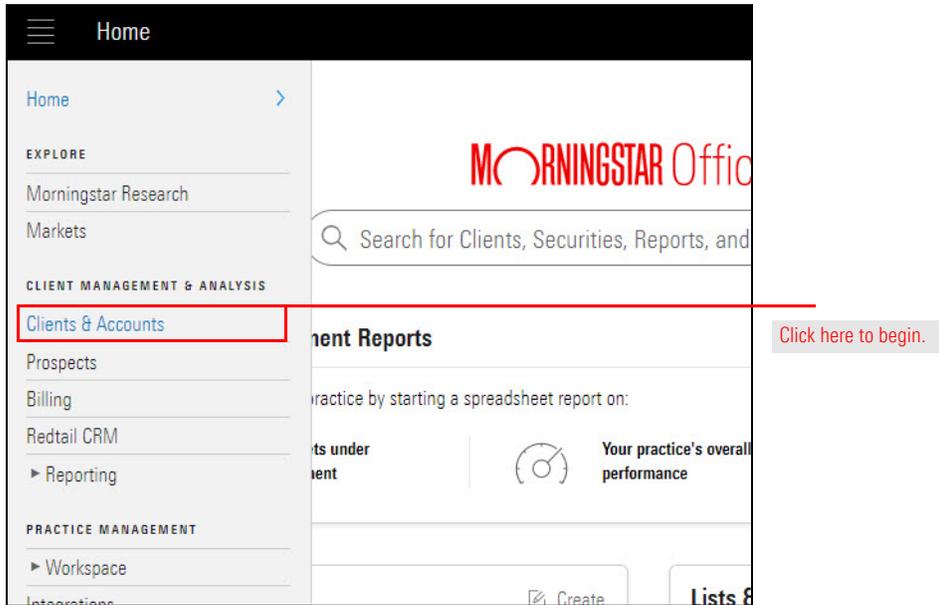
Validate securities are mapped correctly here.

In order to edit account information for transactional accounts entered through BOS, you must first navigate to the Edit Account Profile/Settings window. In this exercise,

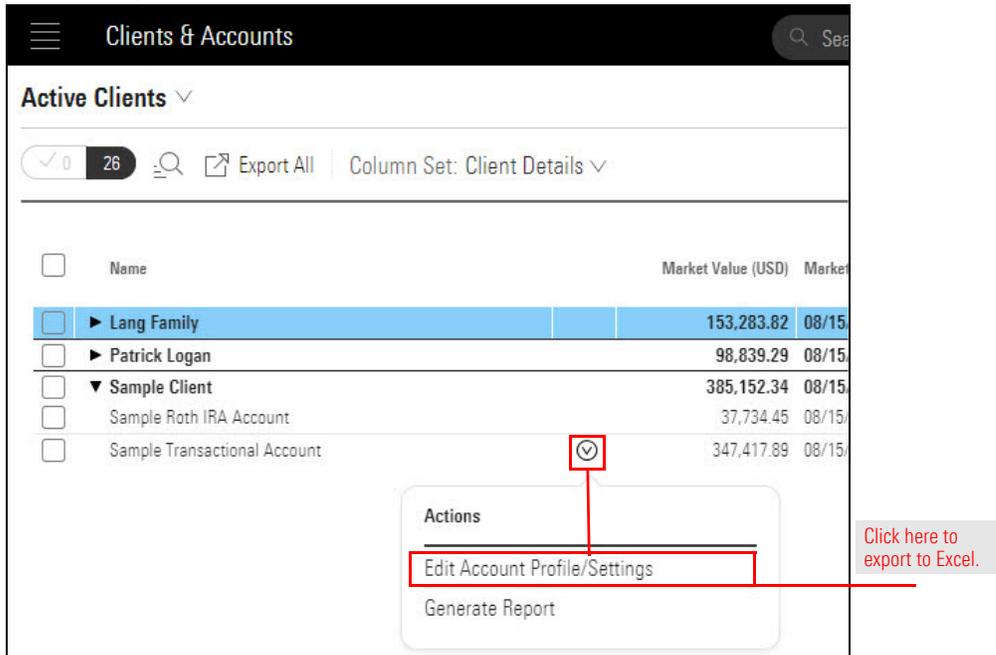
Exercise 9: Edit a transaction account imported through BOS

you will navigate to the account profile of a transactional account in order to edit account information. Do the following:

1. From the **Menu**, select **Clients & Accounts**. The Clients & Accounts page opens.



2. In the **Sample Client** row, click on the **expand** icon to view accounts.
3. **Hover the cursor** over the **Sample Transactional Account** row. The Actions icon appears. Click the **Actions** icon. The Actions menu opens.
4. From the **Actions** icon, click **Edit Account Profile/Settings**. The Edit Account window opens.



- Remain on the **Profile** page to edit account details.

Edit Account : Sample Transactional Account Cancel Save

Profile > *Required

Settings

Account Name* Account Number

Account Owner(s)*

Account Category* Investment Strategy

Account Type* Investment Objective

Account Closed Date Business Type

Performance Start Date Current Custodian

Use First Transaction Date

Add tags to this account

Discretionary

Click here to save.

Select each page to make changes to the account.

- Click **Save**.

Quick accounts are positional accounts that show how an account’s positions are performing. They are most often used to illustrate account positions for the following situations:

- ▶ held-away accounts, to provide a holistic view of the entire portfolio, or
- ▶ current state of account positions during prospecting.

Held-away accounts are frequently entered using ByAllAccounts (BAA), which is part of your Morningstar Office Cloud subscription. Contact your Customer Success Manager for more information about ByAllAccounts.

In prospecting, a quick account is entered manually, using a recent statement from the prospect.

How are quick accounts entered in Morningstar Office Cloud?

Quick accounts are assigned to specific prospects, clients, or households. Meaning, you cannot create a quick account for use with multiple prospects or clients.

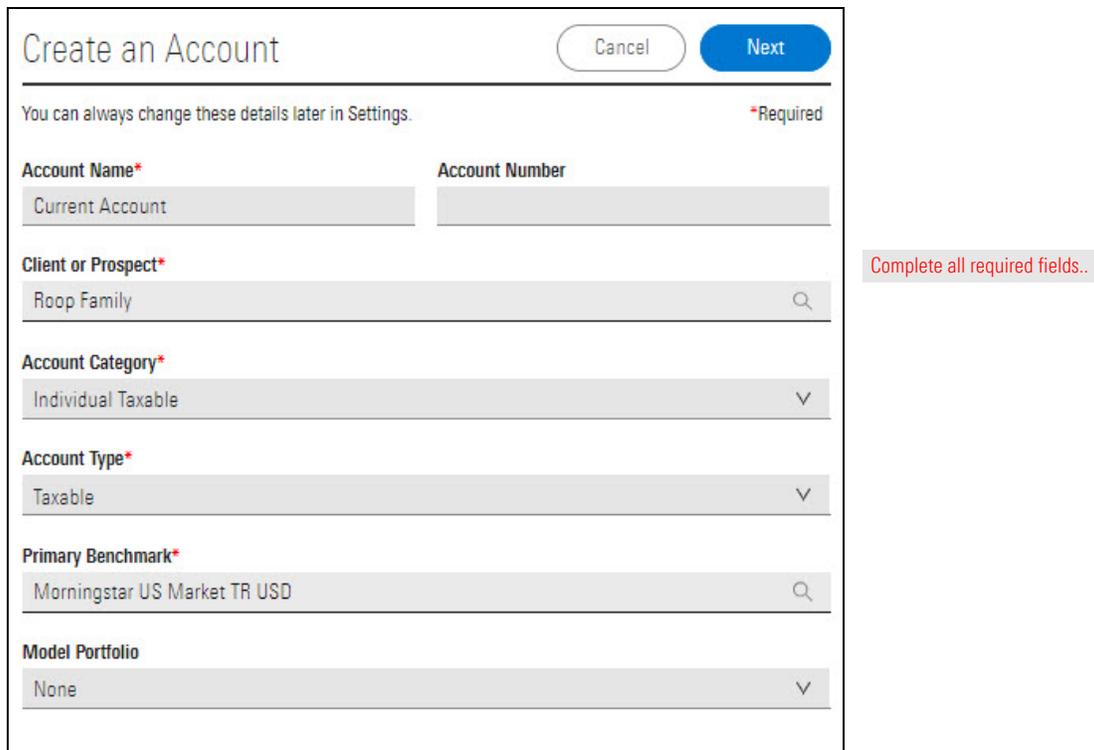
Exercise 10: Create an account

In this exercise, you will create a quick account for the Roop family, the client you created in exercise 2. To create a quick account for the Roops, do the following:

1. On the header, click the **Create** icon, then select **Account**. The Create an Account window opens.

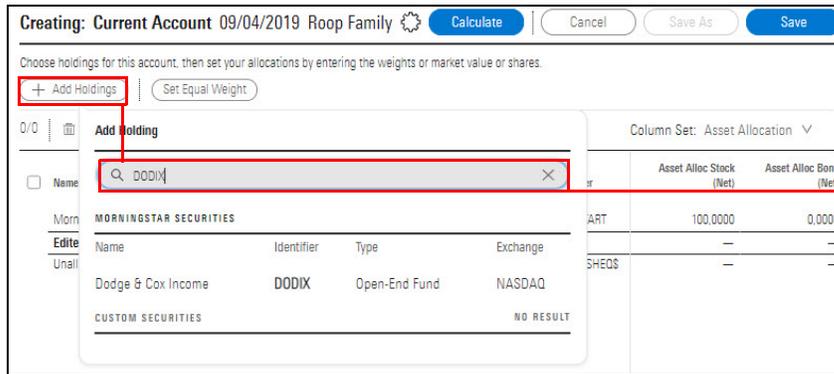


2. In the **Account Name** field, type **Current Account**.
3. Click inside the **Client or Prospect** search field.
4. In the **Search Clients & Prospects** field, type **Roop**, then select the **Roop Family**.
5. From the **Account Category** drop-down menu, select **Individual Taxable**.
6. From the **Account Type** drop-down menu, select **Taxable**.



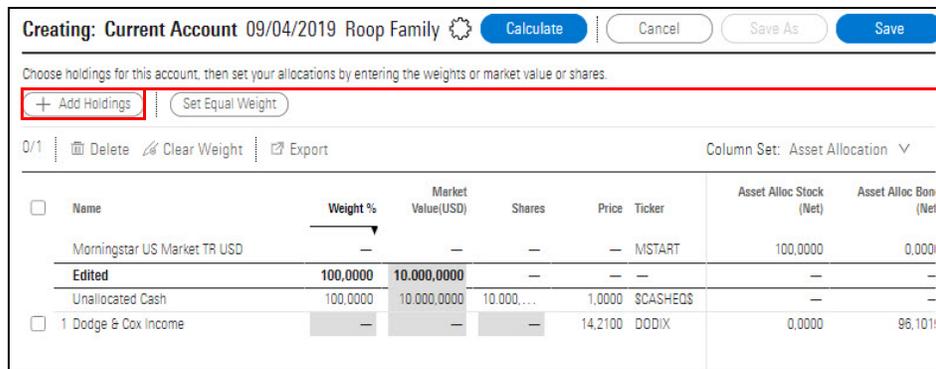
7. Click the **Add Holdings** button. The Add Holding menu opens.
8. In the **Type to Search** field, enter **DODIX**.

9. From the **Morningstar Securities** menu, select **Dodge and Cox Income**.



After clicking the + icon, enter the security you want to add.

10. Click the **Add Holdings** button. The Add Holding menu opens.



Click here to select another security.

11. Repeat **steps 5** and **6** for the following tickers:

- ▶ IJH
- ▶ IVW
- ▶ PRDSX
- ▶ TGBAX, and
- ▶ VWO.

☞ Note: If more than one option appears, select the first option available.

12. In the **Weight** column, enter the following weight percentages for each security:

☞ Note: You can also enter values by amount or number of shares held.

Investment	Weight
DODIX	20
IJH	10
IVW	15
PRDSX	20
TGBAX	15
VWO	20

13. Click **Calculate**. The Allocation graph populates.

The screenshot shows the 'Creating: Current Account' interface for '09/05/2019 Roop Family'. At the top right, there are buttons for 'Calculate', 'Cancel', 'Save As', and 'Save'. Below this, there are options to 'Add Holdings' and 'Set Equal Weight'. The main area contains a table of holdings with columns for Name, Weight %, Market Value(USD), Shares, Price, and Ticker. A red box highlights the 'Calculate' button and the 'Weight %' column. To the right of the table is an 'Allocation' bar chart showing the distribution of assets across categories: US Stock, Non-US Stock, Bond, Cash, and Other/Not Classified. A red arrow points from the 'Calculate' button to the bar chart. A text box on the right says 'After entering a weight for each security, click calculate to generate this graph.'

Name	Weight %	Market Value(USD)	Shares	Price	Ticker
Morningstar US Market TR USD	--	10,000,000	--	--	MSTART
Unallocated Cash	0.0000	0.0000	0.0000	1.0000	\$CASHEQS
1 Dodge & Cox Income	20.0000	2,000,000	140,7480	14,2100	DODIX
2 iShares Core S&P Mid-Cap ETF	10.0000	1,000,000	5,2225	191,4800	IJH
3 iShares S&P 500 Growth ETF	15.0000	1,500,000	8,1954	183,0300	IYW
4 T. Rowe Price QM US Small-Cap Gr Eq	20.0000	2,000,000	52,0969	38,3900	PRDSK
5 Templeton Global Bond Adv	15.0000	1,500,000	140,7129	10,6600	TGBAX
6 Vanguard FTSE Emerging Markets ETF	20.0000	2,000,000	48,5909	41,1600	VWV

14. Click **Save**.

In some cases, you may want to change the portfolio date to match a client's current statement or change a benchmark to more closely mirror the securities that comprise the account. Use Portfolio Settings to make the following adjustments to your new account:

What else can I do when creating a new account?

- ▶ Portfolio Date
- ▶ Primary Benchmark
- ▶ Model Portfolio

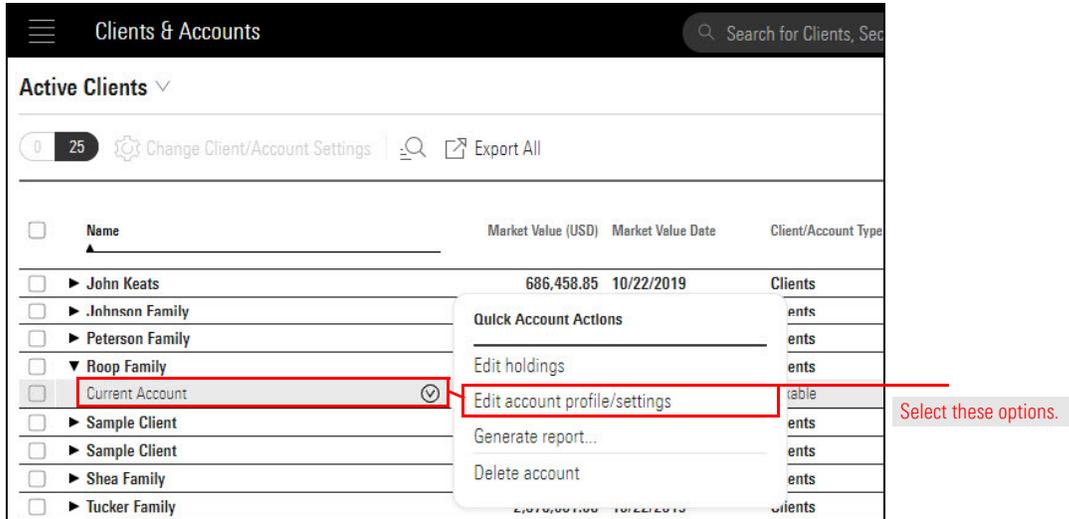
The screenshot shows the 'Editing: Current Account' interface for '09/05/2019 Roop Family'. A red box highlights the 'Portfolio Settings' dialog box, which is open over the main table. The dialog box has three sections: 'Portfolio Date' (09/05/2019), 'Primary Benchmark' (Moderate), and 'Model Portfolio' (None). A red arrow points from the gear icon in the top right corner of the main interface to the 'Portfolio Settings' dialog. A text box on the right says 'Select Portfolio Settings here.'

Name	Weight %	Market Value(USD)	Shares	Price	Ticker
Moderate	--	10,000.00	--	--	--
Existing	--	10,000.00	--	--	--
Edited	100.00	10,000.00	--	--	--
Unallocated Cash	0.00	0.00	0.00	1.00	\$CASHEQS
1 Vanguard Intmdt-Term Trs ETF	40.00	4,000.00	59.68	67.02	VGIT
2 Vanguard FTSE Developed Markets ETF	25.00	2,500.00	61.24	40.82	VEA
3 SPDR® Bimbg Barclays High Yield Bd ETF	20.00	2,000.00	18.41	108.64	JNK
4 iShares MSCI EAFE Value ETF	5.00	500.00	10.87	46.00	EFV
5 Schwab US TIPS ETF™	5.00	500.00	8.75	57.15	SCHP
6 Vanguard Total Bond Market ETF	5.00	500.00	5.90	84.71	BND

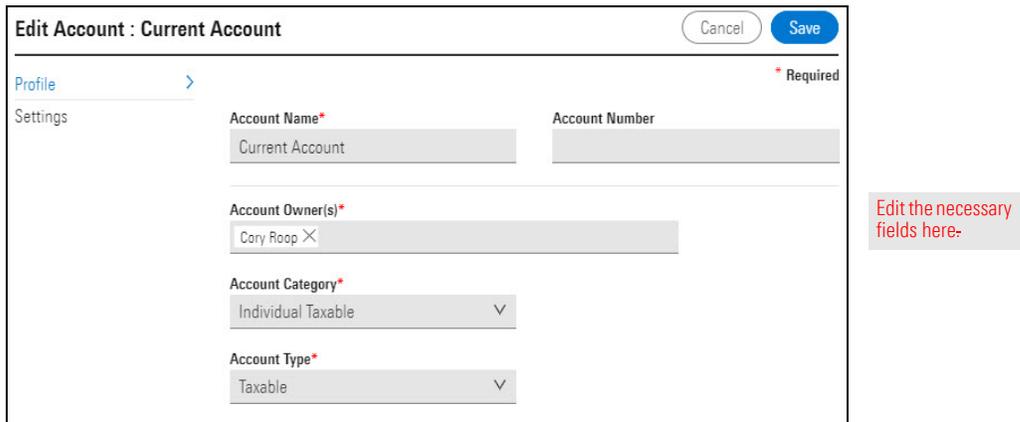
After creating a quick account, use the Action icon to access the Account Profile and Settings. Do the following:

How can I edit the account profile and settings for a quick account?

1. **Hover the cursor** over the **Current Account** row. Then click the **Action** icon.
2. From the **Quick Account Actions** menu, select **Edit account profile/settings**.



3. From the left side of the screen, select **Profile** to edit account information.



- From the left side of screen, select **Settings** to edit account settings.

Edit the necessary fields here-

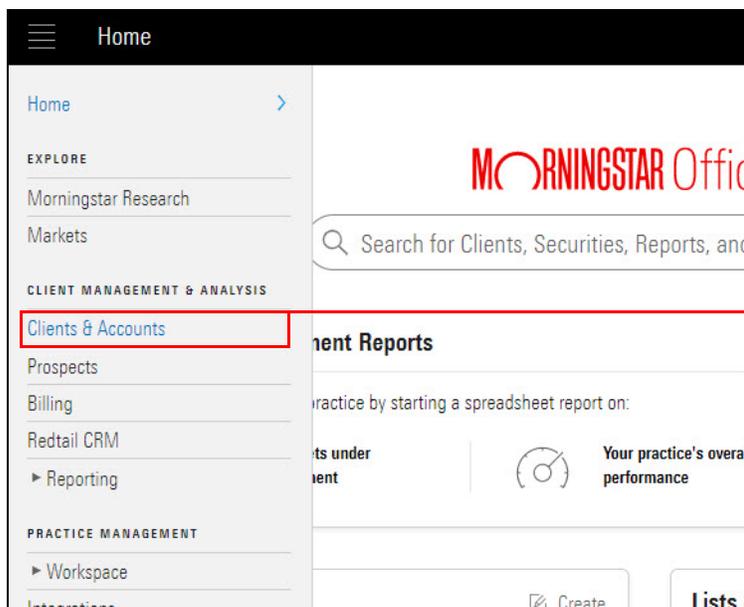
After your clients and accounts are entered, you can filter which clients and accounts are visible within your grid view. The following options are available within the View By drop-down menu:

- ▶ All Clients
- ▶ Active Clients
- ▶ Inactive Clients
- ▶ All Account
- ▶ Active Accounts
- ▶ Inactive Accounts

How do I change my view within the Client & Accounts grid?

To change your view, do the following:

- From the **Menu**, select **Clients & Accounts**. The Clients & Accounts page opens.



Click here to begin.

- In the upper left corner of the workbook, click the **View By** drop-down menu. Then select the **view** you want to see.

Active Clients 297

View By

- All Clients
- Active Clients ✓
- Inactive Clients
- All Accounts
- Accounts of Active Clients
- Accounts of Inactive Clients

	Market Value (USD)	Market Value Date
	31,398.59	06/21/2019
	30,319.24	06/21/2019
	0.00	—
	-135,122.78	06/21/2019
	-2,808.71	06/21/2019
	405,593.70	06/21/2019
	1,083.27	06/21/2019
	715.85	06/21/2019
	-3,565.58	06/21/2019

Choose from these options.

In some cases, you may want to exclude a transactional account from the client aggregate. Once excluded, these accounts are no longer included in performance or billing calculations. Excluded accounts appear gray within the Account Analysis table.

How do I exclude a transactional account from the client aggregate?

Note: Quick accounts cannot be excluded from the client aggregate.

Active Clients 294

Analytical View

Overview Asset Allocation Performance Risk vs Return Transactions Reset + New Tab Edit

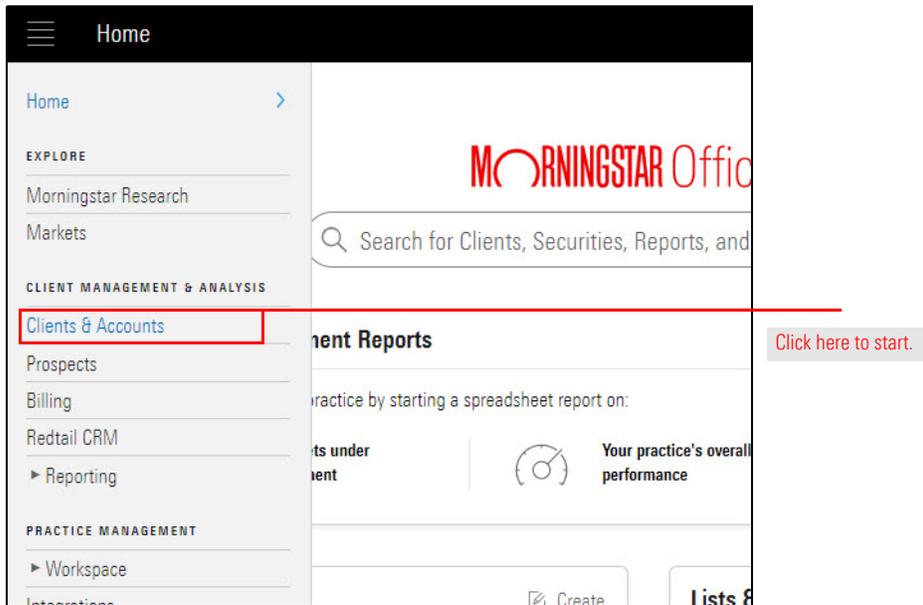
Account Analysis = 06/30/2019

Name	Market Value(USD)	Net Investment	y
ALEXAN RITSCH SMUL	1,166.3	0.0	1
1 545154997 - INDIVIDUAL	-4,774.7	-6,000.0	1
2 545796945 - JOINT - WITH RIGHTS OF S	1,166.3	0.0	6
3 JNSeperatedAcct	—	—	

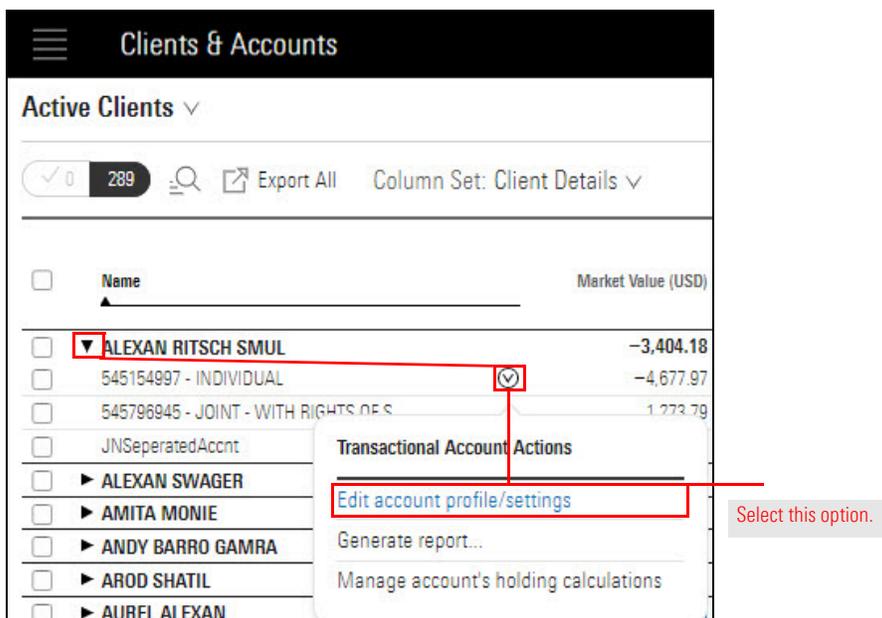
This account is excluded from the client aggregate.

To exclude a transactional account from the client aggregate, do the following:

1. From the Menu, select **Clients & Accounts**. The Client & Accounts page opens.



2. On the **Grid**, click the **carat** next to a client that contains a transactional account.
3. Hover the cursor over the **transactional account** you want to exclude.
4. From the **Transactional Account Actions** drop-down menu, select **Edit account profile/settings**. The Edit Account dialog box opens.



5. On the left side of the **Edit Account** dialog box, click **Settings**.
6. Check the **box** next to **Don't include this account in client aggregate calculation**.

Edit Account : 545154997 - INDIVIDUAL Cancel Save

Profile

Settings >

Primary Benchmark *Required
Use Client Default Setting

Secondary Benchmark (Optional) Display
None

Tertiary Benchmark (Optional) Display
None

Model Portfolio
Use Client Default Setting

Don't include this account in client aggregate calculation

Select this option to exclude from the client aggregate.

7. Click **Save**.

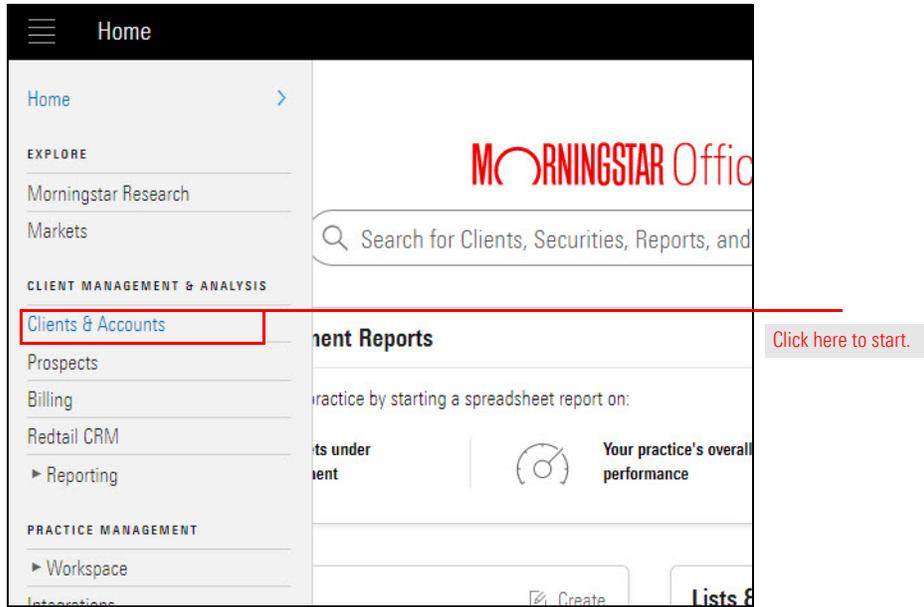
In addition to excluding accounts from the client aggregate, you can also manage calculations for individual securities in the following ways:

- ▶ Exclude from Performance Calculations
- ▶ Exclude from Billing Calculations, or
- ▶ Mark as an Unmanaged Asset, which will automatically exclude the security from both performance and billing calculations

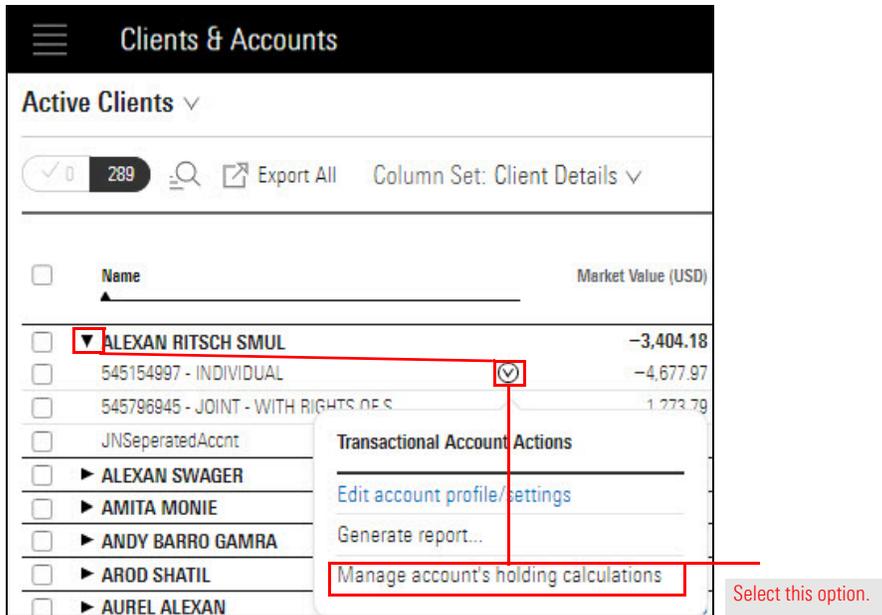
How do I manage security calculations?

To manage security calculations from the Clients & Accounts workbook, do the following:

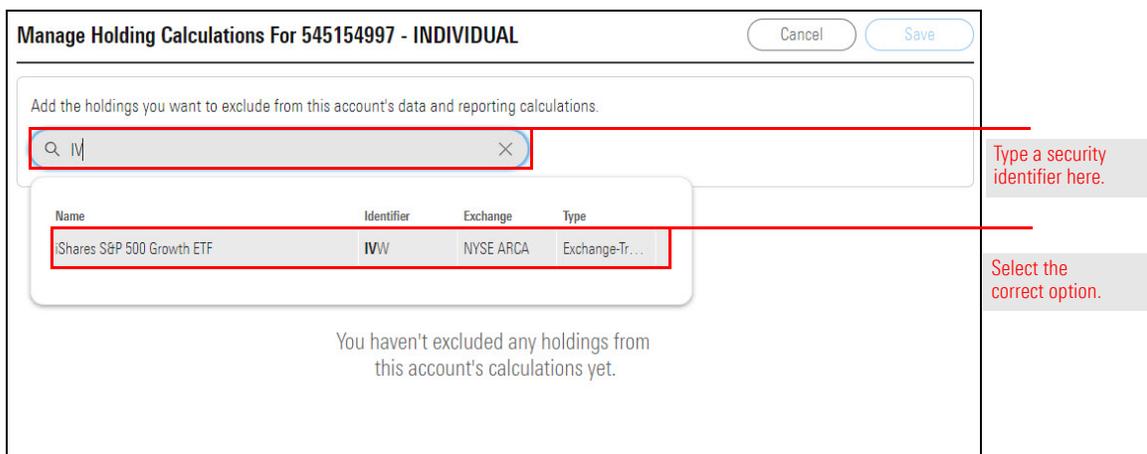
1. From the Menu, select **Clients & Accounts**. The Client & Accounts page opens.



- On the **Grid**, click the **carat** next to a client that contains a transactional account.
- Hover the cursor over the **transactional account** you want to exclude.
- From the **Transactional Account Actions** drop-down menu, select **Manage account's holding calculation**. The Manage Holding Calculations dialog box opens.



- In the **Search All Holdings** field, type a **security** you want to exclude.
- From the options listed, select the correct security.



- 7. Check the **box** under **Don't Calculate for Performance**.

Manage Holding Calculations For 545154997 - INDIVIDUAL Cancel Save

Choose holdings to exclude from performance or billing data for this account. You can also mark them as unmanaged to exclude from practice management and billing. These can be updated at any time.

Search for holdings in this account to exclude...

EXCLUDED ACCOUNT HOLDINGS	Excluded From Performance Data	Excluded From Billing Data	Mark As Unmanaged Asset	
iShares S&P 500 Growth ETF IVW	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	×

Select from these options.

- 8. Click **Save**.

Creating a Custom Security

A custom security (or user-defined security) represents a holding not found in the Morningstar database. Custom securities can help you accurately review and report on all securities held by your clients.

You can create and manage custom securities as client holdings.

In this section, you will learn how to do the following:

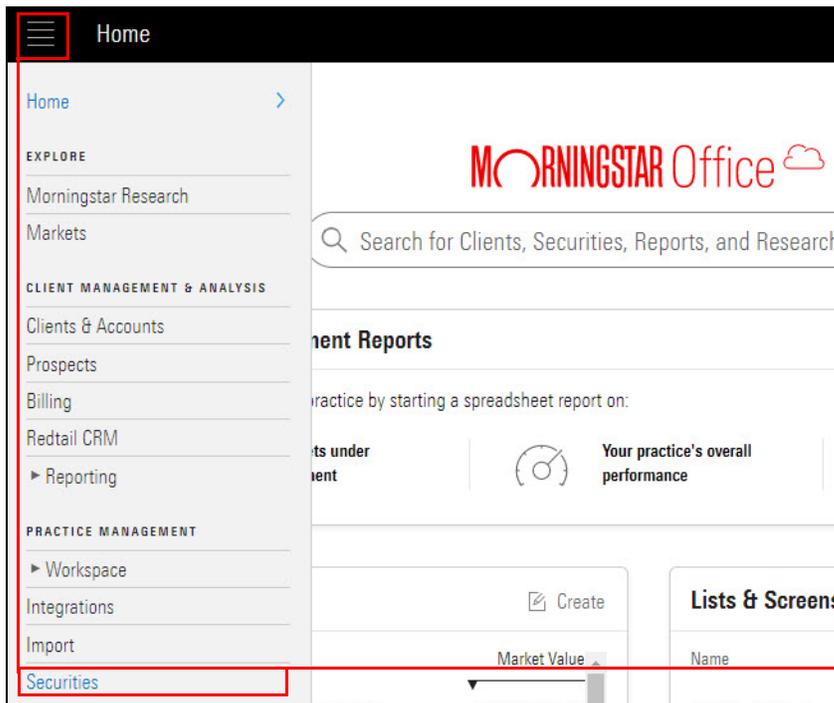
- ▶ create a custom security ([page 36](#))
- ▶ add a custom security to a quick account ([page 38](#)), and
- ▶ edit a custom security ([page 40](#)).

To create a custom security, do the following:

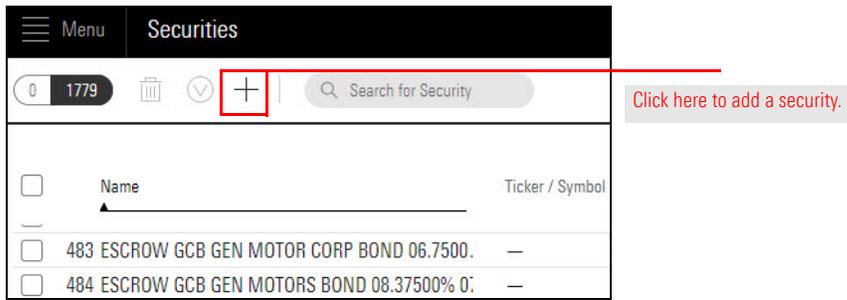
1. From the **Menu**, select **Securities**. The Securities page opens.

Overview

Exercise 11: Create a custom security

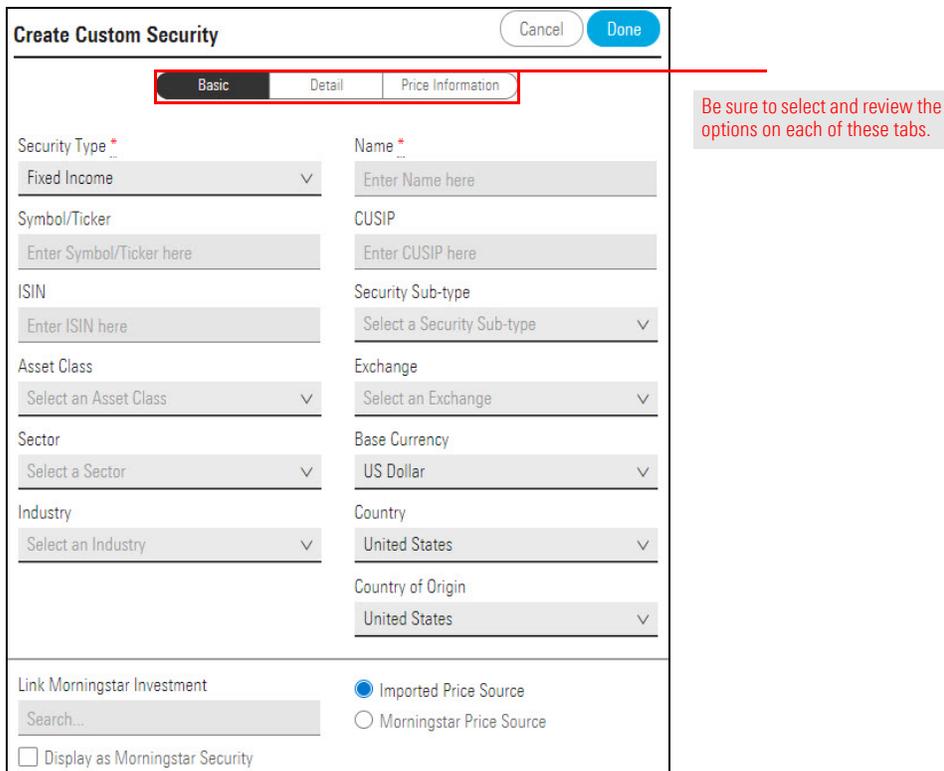


- In the header, click the **Add Security** icon. The Create Custom Security window opens.



- At the top of the window, make sure **Basic** is selected. Then enter **information** in the various fields.

Note: In most of the fields, you can make a selection from a menu.



- At the top of the window, select **Detail**. Then enter **information** in the various fields.

Note: In most of the fields, you can make a selection from a menu.

- At the top of the window, select **Price Information**. Then enter **information** in the various fields.

Note: In most of the fields, you can make a selection from a menu.

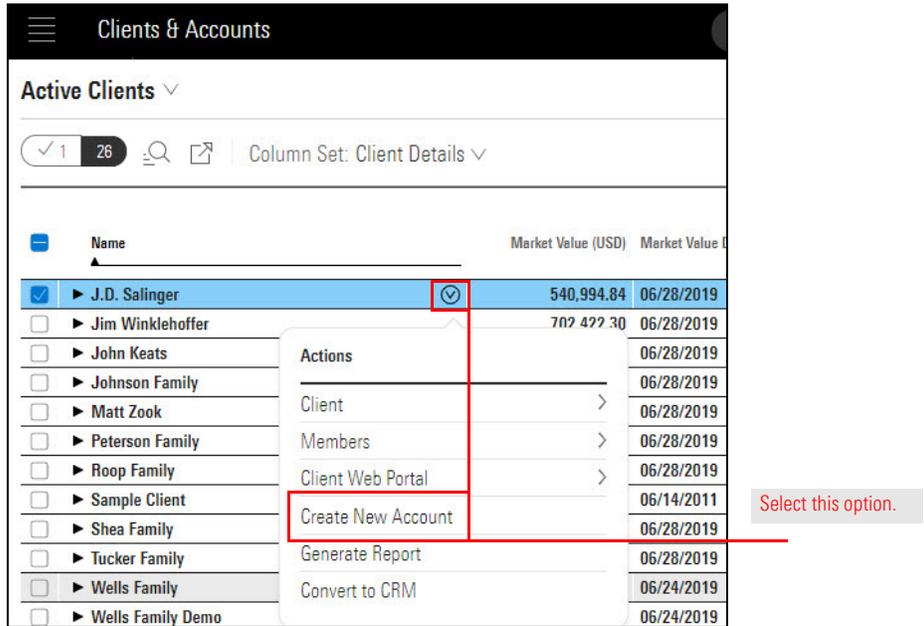
- When you are finished, in the upper-right corner, click **Done**.

In this exercise, adding a custom security to a new quick account is shown, but the same principles apply to adding a custom security to an existing quick account.

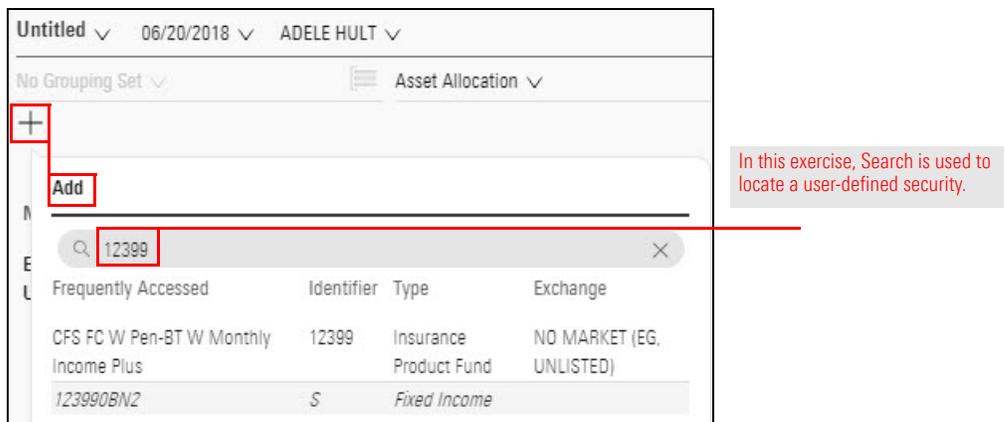
Exercise 12: Add a custom security to a quick account

Do the following:

1. In the Clients & Accounts Grid, locate the **row** of a client.
2. From the row's **Actions** menu, select **Create New Account**. The New Account window opens.



3. In the New Account window, click the **Plus** sign. The Add dialog box opens.
4. In the **Add dialog** box, type **12399**.



- Select the **custom security** to be added. The Add dialog box closes and the custom security is shown in the New Account window.

Name	Weight	Market Value	Asset Alloc Bond (Net)
Edited	100.00	10,000.00	--
Unallocated Cash	100.00	10,000.00	--
CFS FC W Pen-BT W Monthly Income Plus	--	--	--

The new account is shown here.

- In the Market Value column, enter **500**.
- In the upper-right corner of the window, click the **X** to close the New Account window.
- When prompted to save the portfolio, type **CVS FC W**. Then click **Save**.

Type the account name here.

In the Clients Grid, CVS FC W is highlighted under the client name.

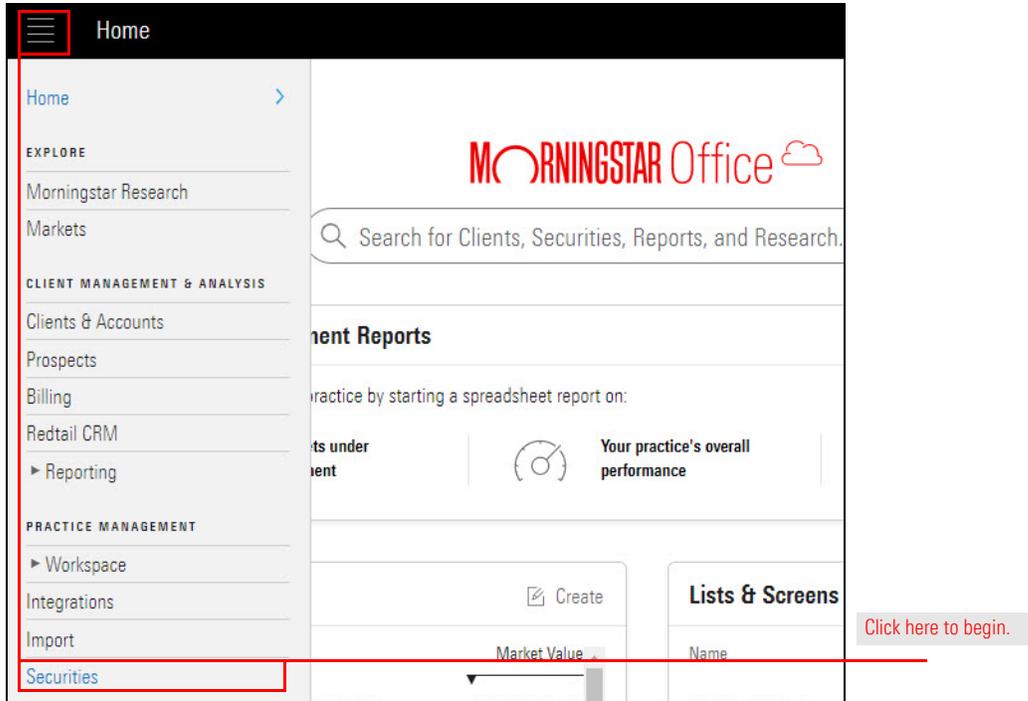
Name	Market Value (USD)	Market Value Date
▼ ADELE HULT	74,146.18	06/20/2018
574879030 - TRUST - UNDER AGREEMENT	1,083.27	03/06/2018
ah1-rename	10,571.50	06/19/2018
CVS FC W	10,000.00	06/20/2018
regr1	10,000.00	06/18/2018
T1765803 account	12,337.87	06/19/2018
T2050168 account	10,153.54	03/06/2018
Test PBCCDI-2137	10,000.00	06/11/2018
Untitled2345	10,000.00	03/06/2018

The accounts are listed alphabetically.

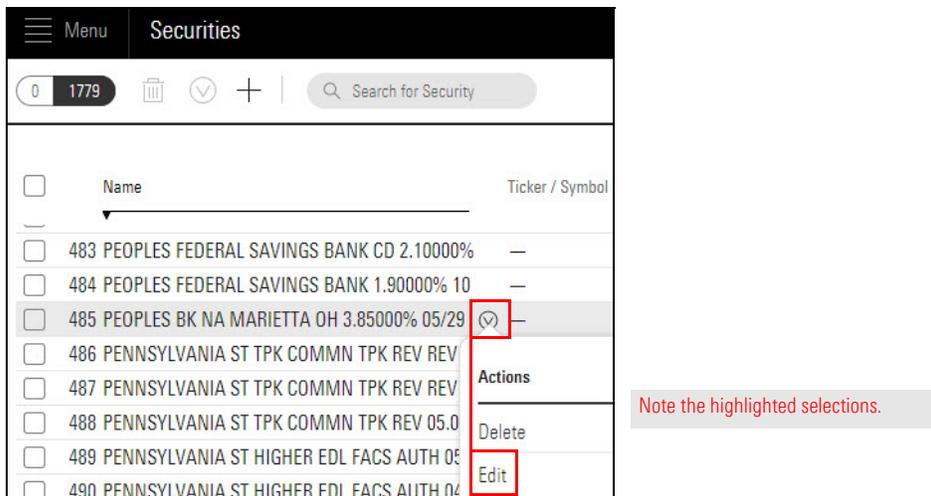
At times, you might need to change a custom security's information. For instance, when Morningstar creates a new category, you could find that a custom security fits better in the new category.

Exercise 13: Edit a custom security

1. From the Menu, select **Securities**. The Securities page opens.



2. **Hover the cursor** over the **row for the security** you want to edit. The Actions icon appears to the right of the security name.
3. From the **Actions** menu, select **Edit**. The Edit Custom Security window opens.



4. At the top of the window, make sure the **Basic** tab is selected.
5. If you want to change the value of a field, enter new **information** or make a **selection** from its menu.

Note: The Edit Custom Security window offers the same options as the Create Custom Security window.

Edit Custom Security [Cancel] [Done]

Basic | Detail | Price Information

Security Type *
Fixed Income

Name *
ENERGY NORTHWEST WASH ELEC REV ELI

Symbol/Ticker
Enter Symbol/Ticker here

CUSIP
29270CWE1

ISIN
Enter ISIN here

Security Sub-type
Select a Security Sub-type

Asset Class
Fixed Income-Other

Exchange
Select an Exchange

Sector
Select a Sector

Base Currency
US Dollar

Industry
Select an Industry

Country
United States

Country of Origin
United States

Link Morningstar Investment
Search...

Imported Price Source
 Morningstar Price Source

Display as Morningstar Security

- Repeat step 4 in the Detail and Price Information tabs.
- When you are finished making changes, in the upper-right corner, click **Done**.

The edited security is updated in all accounts it is found in.

Assigning Models and Benchmarks to Clients and Accounts

Assigning model portfolios to clients and accounts allow you to better monitor whether your clients' accounts are in line with the strategy you are trying to achieve. Benchmarks are assigned to ensure that the investment lineup remains competitive against similar investment lineups.

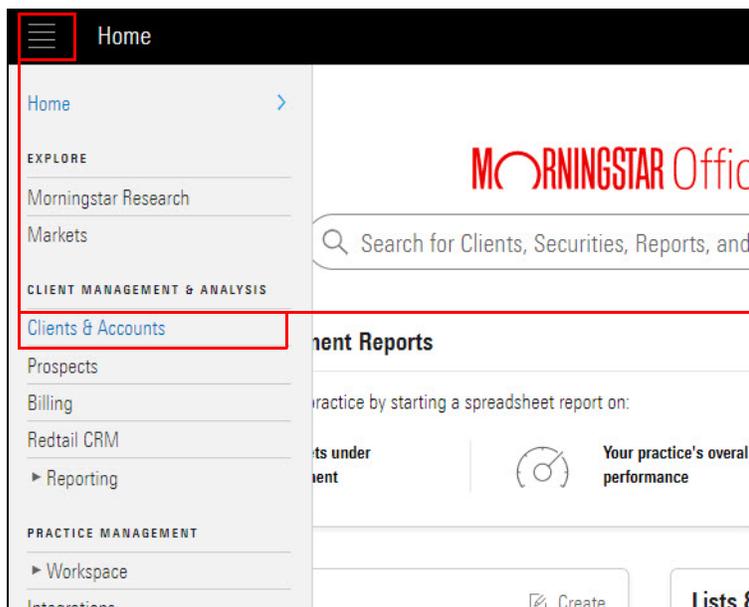
Once assigned, you can use these tools to create reports. They can also be used with components to analyze portfolios and accounts.

In this section, you will learn how to assign a custom benchmark and model portfolio to a client. In order to complete the exercises in this section, you must first complete the exercises in the [Working with Custom Benchmarks and Model Portfolios](#) manual.

In this exercise, you will assign the custom benchmark and model portfolio you created in the [Working with Custom Benchmarks and Model Portfolios](#) manual, to the Roop Family.

To assign a custom benchmark and model portfolio at the client level, do the following:

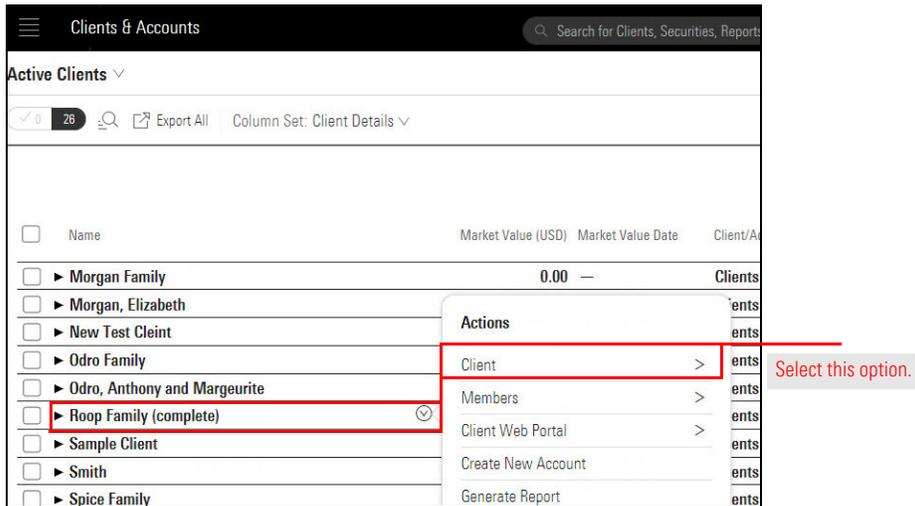
1. From the **Menu**, select **Clients & Accounts**. The Clients & Accounts page opens.



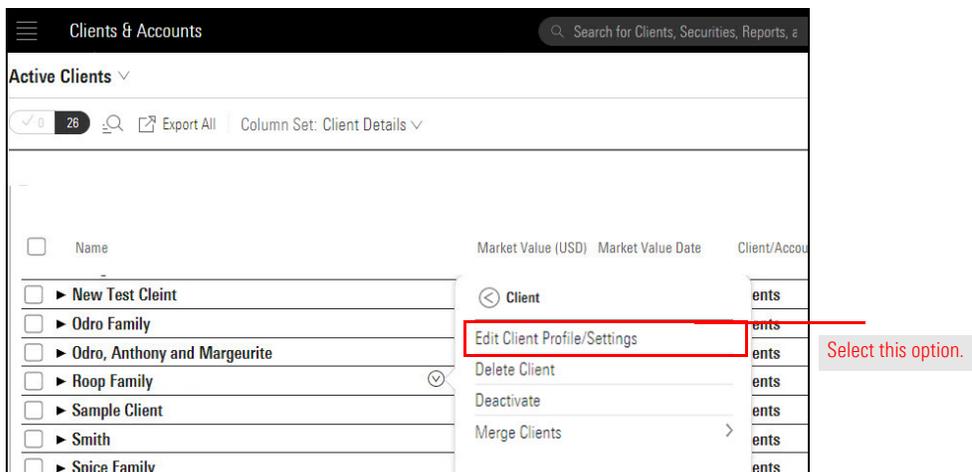
Overview

Exercise 14: Assign a custom benchmark and a model portfolio to a client

2. **Hover the cursor** over the **Roop Family** record, then from the **Actions** menu, select **Client**. The Client menu opens.

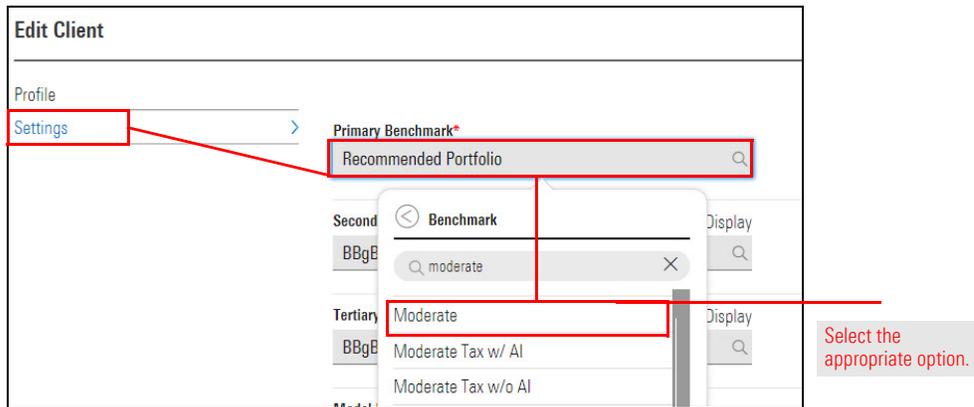


3. Select **Client Profile/Settings**. The Edit Client window opens.

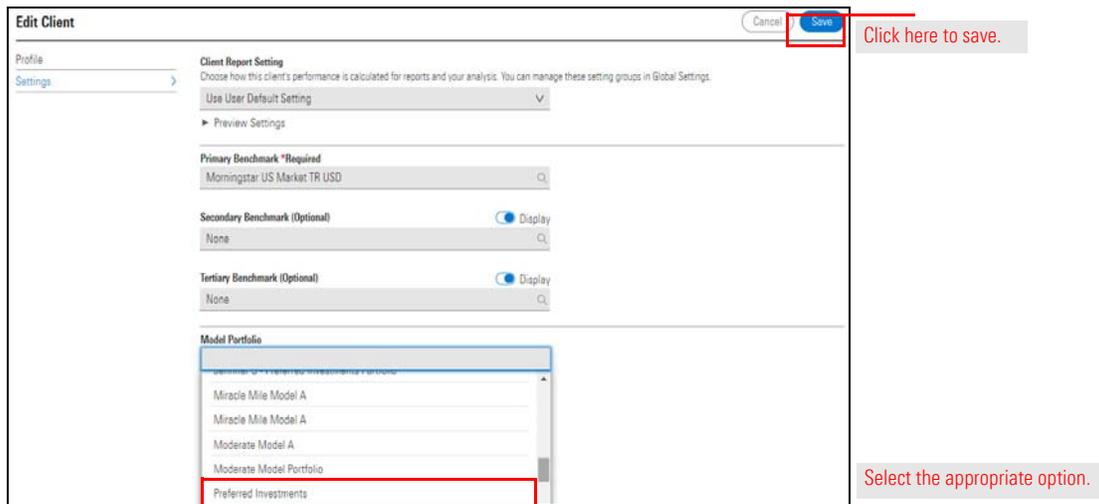


4. In the Edit Client window, select **Settings**.
5. In the **Primary Benchmark** area, click the **Search** field. The Benchmark menu opens.
6. In the **Search** field, type **Moderate**.

- From the search results, select **Moderate**.



- In the Edit Client window, click **Model Portfolios** to open its menu.
- Scroll down**, then select **Preferred Investments**.



- Click **Save**.

Using Custom Benchmarks and Model Portfolios with Components

In Clients & Accounts, you will find a series of tabs, which contain charts, tables and research tools. These charts, tables and research tools help analyze your clients' portfolios to ensure that they remain consistent with the strategy you are trying to achieve and perform competitively against similar line-ups. You can use model portfolios and custom benchmarks with charts and tables to assist with your analysis.

In this section, you will learn how to assign a custom benchmark and model portfolio to a chart.

Overview

Use a custom benchmark with a chart to quickly and efficiently review how your clients accounts are performing against similar allocations.

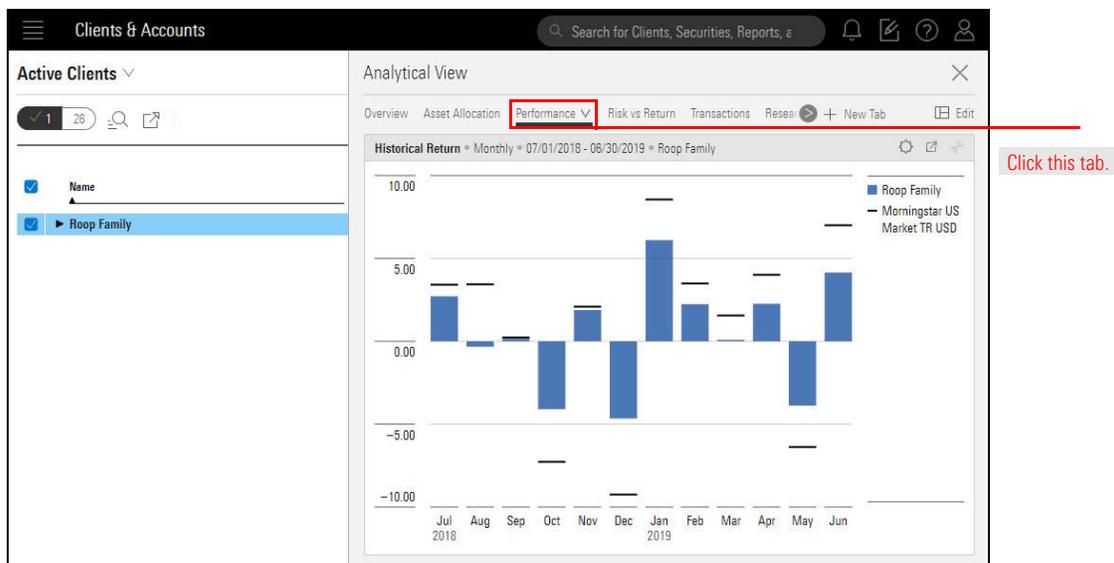
In this exercise, you will assign the custom benchmark you created in the [Working with Custom Benchmarks and Model Portfolios](#) manual to the Historical Return Monthly component.

Exercise 15: Assign a custom benchmark to a component

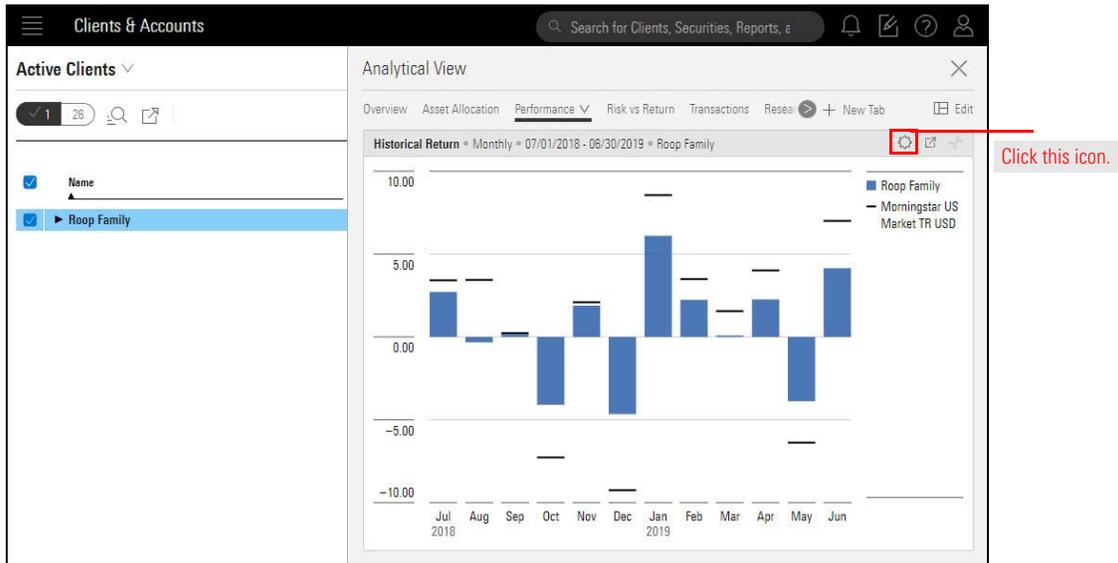
- Note: In [Exercise 14 on page 42](#), you assigned the benchmark to a client. Be sure that client is still highlighted.

To apply a custom benchmark to a component, do the following:

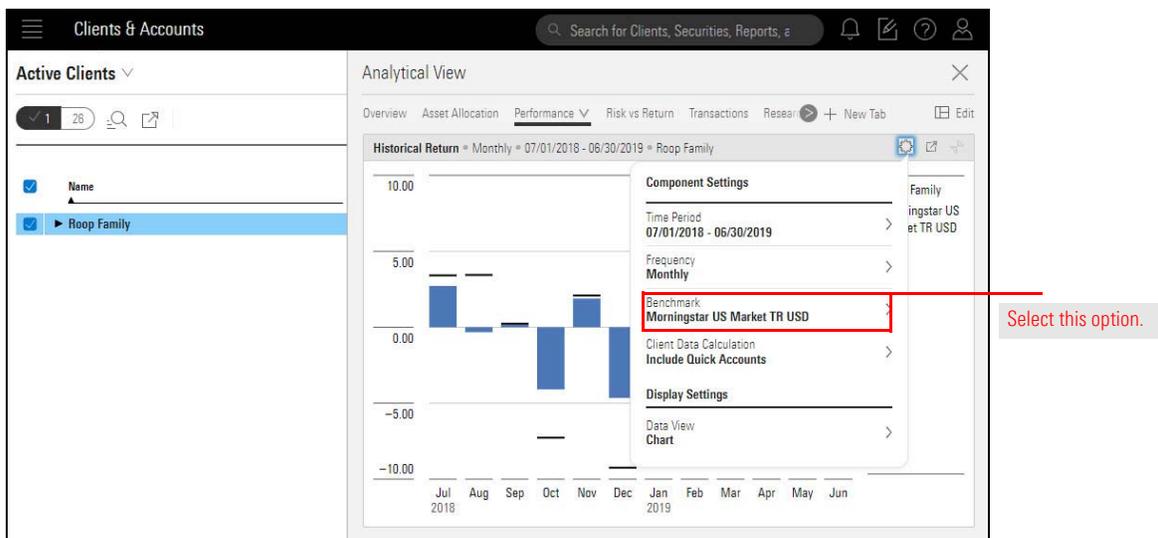
1. In the **Clients & Accounts** page, click the **Roop Family**. The Analytical View opens.
2. Select the **Performance** tab.



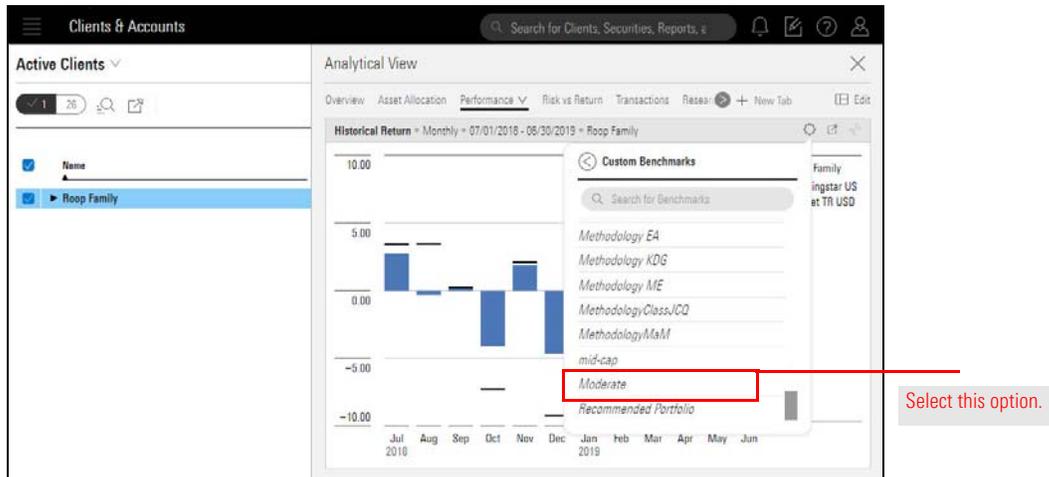
- In the header of the Historical Return Monthly chart, click the **Settings** icon. The Settings menu opens.



- From the Settings menu, select **Benchmark**. The Benchmark menu opens.



5. Select **User Created**. The User Created menu opens.
6. Select **Custom Benchmarks**. The Custom Benchmarks menu opens.
7. Select the **Moderate** benchmark.



The screenshot displays the Morningstar Office Cloud interface. On the left, the 'Active Clients' panel shows 'Roop Family' selected. The main 'Analytical View' for 'Roop Family' is open, showing a 'Historical Return' chart for the period 'Monthly = 07/01/2018 - 08/30/2019'. The chart shows monthly returns ranging from approximately -10.00% to 10.00%. A 'Custom Benchmarks' menu is overlaid on the chart, listing various benchmark methodologies: 'Methodology EA', 'Methodology KDG', 'Methodology ME', 'Methodology Class, JCG', 'Methodology MeM', 'mid-cap', 'Moderate', and 'Recommended Portfolio'. The 'Moderate' option is highlighted with a red box. A red line points from this box to a grey callout box on the right that says 'Select this option.'

8. Click the **Settings** icon to close its menu. The Benchmark displayed will change to the custom benchmark you selected.

Managing Client & Account Settings for Multiple Clients

When working with Clients & Account, you have the option to assign settings at various levels of the program. These levels include the following:

- ▶ Global Default
- ▶ Multiple clients and accounts, and
- ▶ Individual clients and accounts.

In this section, the following topics are covered:

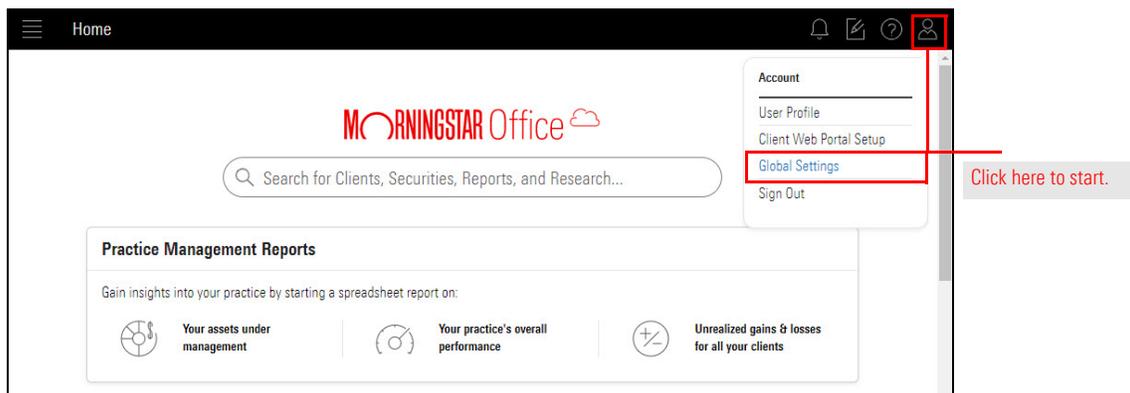
- ▶ assign global default settings ([page 48](#)), and
- ▶ assign settings for multiple clients at once. ([page 50](#))

When client and account settings at the global level, you are selecting the settings your clients are automatically assigned to when they are initially set up in the system. These settings can be changed for individual clients and account, or multiple client and account at once. The global account settings are available:

- ▶ Primary, Secondary, Tertiary benchmarks
- ▶ Show liquidated holdings
- ▶ Price Source, and
- ▶ Capital Inflow Limit for TWR Calculation (%)

In this exercise, assign a primary benchmark for all clients & accounts. Do the following:

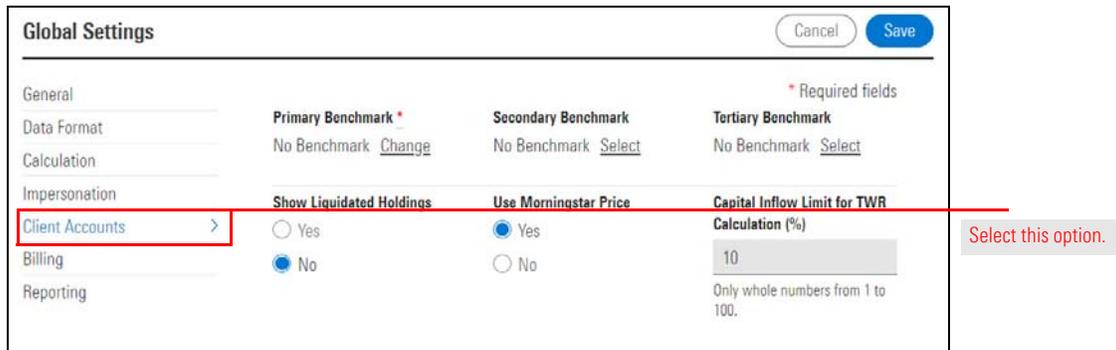
1. From the header, select the **Account** icon. The Account menu opens.



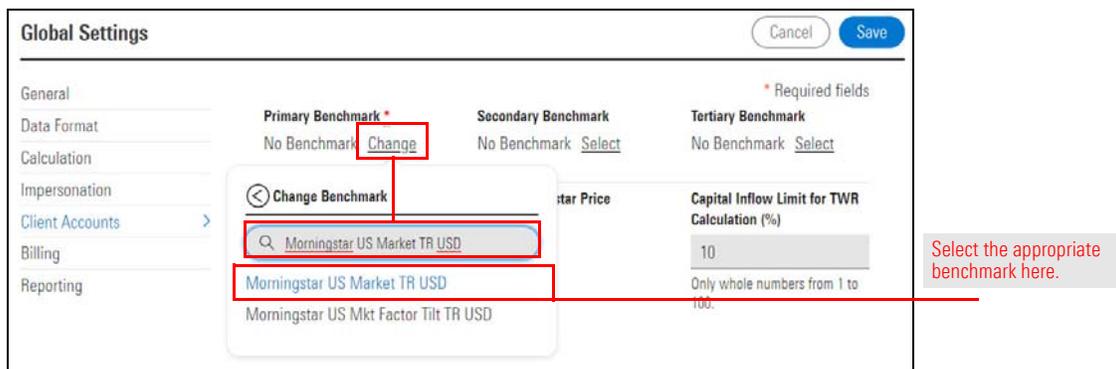
Overview

Exercise 16: Assign global default settings

- Click **Global Settings**. The Global Settings box opens. Then select **Client Accounts**.



- In the **Primary Benchmark** area, click **Change**. The Change Benchmark menu opens.
- In the **Search for Benchmark** field, type **Morningstar US Market TR USD**. The select the correct option.



- Click **Save**.

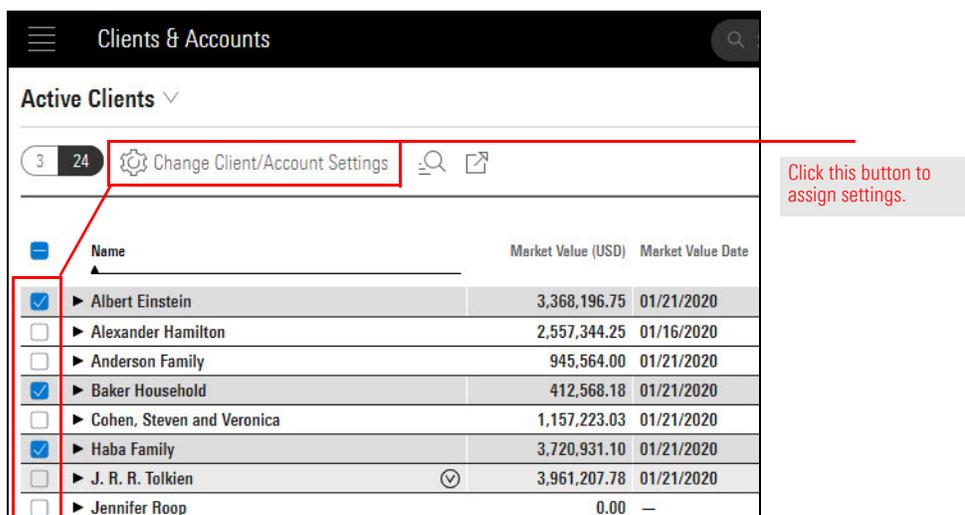
By default, settings you assigned at the global level will automatically be assigned to new clients and accounts. However, you have the option to change settings, such as benchmarks and model portfolios for clients and accounts. The following settings can be assigned to multiple clients at once:

Exercise 17: Assign settings for multiple clients at once

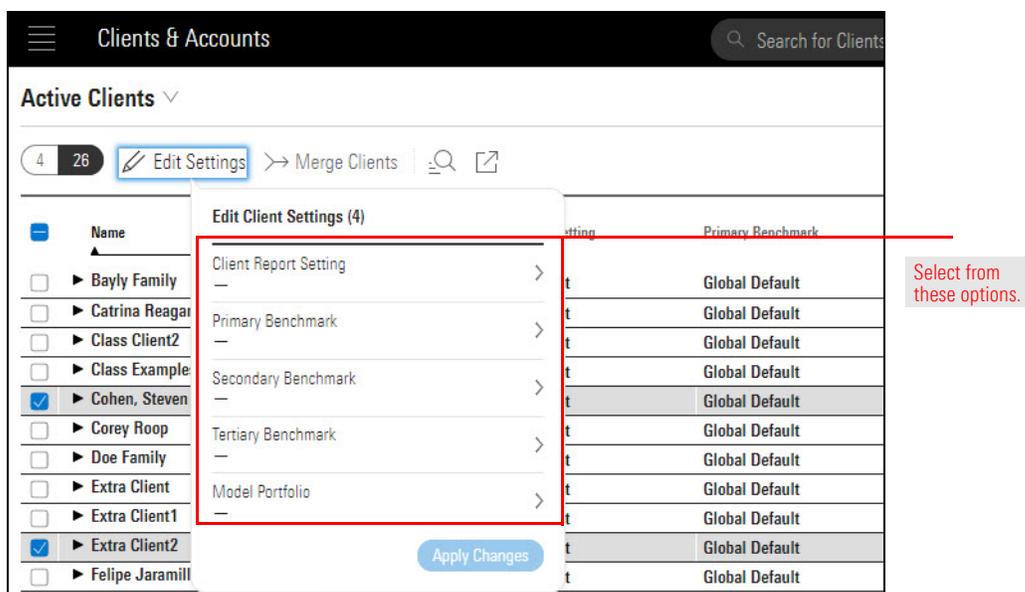
- ▶ Client Report Settings
- ▶ Primary, Secondary, and Tertiary Benchmarks, and
- ▶ Model Portfolios.

To assign settings to multiple clients at once, do the following:

1. In the Client's and Accounts Grid, check the **box** next to the **clients** you want to assign settings to. The Change Client/Account Settings button activates.



2. From the **Change Client Settings** drop-down menu, select the **setting** you want to change. A sub-menu opens.



- From the **Sub-menu**, select the **setting** you want to assign.

